NFOCUS Major Release Economic Assistance August 12, 2018

A Major Release of the NFOCUS system is being implemented August 12, 2018. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All NFOCUS users should read this section.

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

Developmental Disabilities Programs: NFOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All NFOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, I L, MED, and Retro MED should read this section.

Note: When new functionality is added to NFOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality 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

Navigating Release Notes

A quick way to navigate through the Release Notes is to use the Navigation pane on the left side of the screen. To activate this pane, simply follow these steps:

- Click the View Tab
- Place a check mark in front of Navigation Pane

Result: The Navigation Pane will display on the left side of the screen.

• Scroll through the Table of Contents and click the topic you wish to view.



Master Client Index MCI – New

Note that this functionality was delayed from the April release.

Medicaid eligibility is in the process of being moved from NFOCUS to NTRAC. As part of this change, the Master Client Index (MCI) will maintain person data from both systems. The Master Client Index (MCI) data will be synchronized between NFOCUS and NTRAC to streamline the data management (create, update, merge & discontinue) processes between Medicaid and non-Medicaid Programs.

To create the MCI, the data synchronization process uses certain attributes of client information (person demographic data) such as first and last names, date of birth, gender, SSN, etc. It reduces the potential to create duplicate records, makes it easier to manage a person's information, and allows DHHS to integrate programs on an enterprise level.

Having the people linked in both systems allows for the daily interface between NFOCUS and NTRAC to pass eligibility information back and forth for an individual.

The MCI Implementation will be handled in two phases. The first phase is the integration of NFOCUS with MCI. The second phase of the MCI implementation will be the integration of NTRAC with the MCI.

NFOCUS Production Support Hours

NFOCUS Production Support Hours are from 7:00 AM (CST) until 5:30 (CST). We have staff meeting every Wednesday morning from 8:00 until 10:00. During this time you may leave a voice mail or send in an e-mail.

Please leave your BF Number, Master Case Number and your name and phone number in your message.

If you have a Case Error and do not want to wait on the phone you can send an e-mail to our production support mailbox.

Please put the MC number, your BF number and you logon ID in the e-mail and send it to DHHS NFOCUS Production Support <u>DHHS.NFOCUSProductionSupport@nebraska.gov</u>.

You will then receive an Instant Message when the case has been reset and you must open the Master Case to the navigator window before you check the case in. This will reset any triggers that were created before the error.

Add Person (Change)

An NFOCUS person ID can be entered on the Add Person window. The out select arrow is then enabled and the person's details are pulled back into the window. This saves the user from having to reenter the details when the person is known to exist on NFOCUS.

point	III 1	
N-FOCUS - Add Person		
N-FOC	US ID	
	- OR -	
-Name		
<u>First</u>		
Middle		
Last		
Last		
Ext	(NONE) -	
Sex	•	_
SSN	Interim <u>S</u> SN	
Birth Date		
Ethnicity	(NONE)	
Race	American Indian or Alaska Native	
(Select ALL	Asian	
that apply)	Black or African American Declined	
	Native Hawaiian or Other Pacific Islander	
	Unknown White	
Ba	form Classence Cancel Halp	
Eel		

Note: The person details cannot be edited from the Add Person window. Select the Perform Clearance button to save the Add action.

See screen print on next page.

N-FOCUS - Add Person	
N-FOC	US ID 140099
_ Name	- OR -
<u>First</u>	CHYNA
Middle	Р
Last	PLATE
Ext	(NONE)
Sex	FEMALE
SSN	XXX-XX-7033 Interim <u>S</u> SN
Birth Date	06-18-1997
Ethnicity	(NONE)
Race (Select ALL that apply)	American Indian or Alaska Native Asian Black or African American Declined Native Hawaiian or Other Pacific Islander Halmown White
Per	form Clearance Cancel Help N-FOCUS

Person List Window (Change)

The File Director icon has been added to the window.

The SSN column has been reduced to SSN4. Previously the SSN was displayed as xxx-xx-1234.

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N-FOCUS - Perso	on List				-	- 0	×
File View Help							
			_			2	HENU
Last	First	MIExt SS Ls	SN Birt st4	h Date Se	Number Disc	intinue	
PACER	ANGELA	12	234 06-0	01-1984 F	140001	m	ore-
PACER	ANGELA		06-0	01-1985 F	140233 Y		
PACER	JACKIE		10-1	15-2011 F	140002	_	
PACER	LINDA	в	09-0	08-2014 F	140166		
PACER	MINE	1 03	202 00-4	0/-2017 M	140167		
PACKARD	TIFFANY		808 06-2	27-1983 F	140260		
PAES	LEANDER	35	551 12-1	12-1988 M	140241		
PAIN	BECKY	45	561 09-1	18-1990 F	140003		
PAIN	LINDSEY		07-0	04-2016 F	140005 Y	m	ore+
PAIN	LINDSEY	M 40	016 07-0	04-2016 F	140245	~ _	
<						>	
- Physical Addres	\$\$			Telephone	Numbers		_
				Home		Ext.	
				Work		Ext.	
				Cellular			
- Mailing Address	S						
Email Address							

Ending Pregnancy (Change)

Ending a pregnancy due to birth will now take the worker through the person clearance process.

The Resolve Modified Person window will open if potential matches are found. The user can Accept Changes or Reject Changes. The purpose is to identify duplicate people.

Call Production Support if a duplicate is identified.

Address (Change)

When a person has both a Physical Address and a Mailing Address and the Physical Address is changed but the Mailing Address is not changed, a window will pop up saying 'You have updated the physical address. Check the mailing address to determine if it needs to be changed'.

Workers should update the Mailing Address if necessary.

This reminder does not apply to Organization address changes.

Address of: PERSON		UPDATE
Number Direction 19959 Unit Type City: UNCOL N	Street Name Typ ODESSA ST Unit Number State NE Zip Code SEEP2 -	e Postdirection • • • • Client Preferences History
County Lancaster	N-FOCUS - Information NF02611C - You have updated the physical address. Check the mailing address to determine if it needs to be changed. OK	E-Mail Address Td Mailing Address Directions ichool Information NTRAC Address
Physical Address NICCO ASHLEY 19959 ODESSA ST LINCOLN NE 68502	Mailing Address NICCO ASHLEY PO BOX 999 LINCOLN NE 68508	3
	<u>QK</u> <u>Cancel</u> <u>H</u> elp	N-FOCUS - Test Date 06-18-2018 14:1

Child Care Details Window (New)

Home Details page will no longer show CC License ID; QRIS; Accreditation and Sixpence. A new Tab is added, Child Care Details. These attributes are moved to a new window.

N-FOCUS - Home Details					-	- 0	×
	2 🖳 🖻	? 🖲 🌏	1			>	
Organization Name: ORVELLI	, ROSIE				ID #:	UPDATE 83361284	
Facility Type	Ste	ots <u>Status</u>	Begin Date	Reason			
CHILD CARE CENTER ADOPTIVE HOME RELATIVE(AP	PROVED]	0 ACTIVE 0 INQUIRY	04-01-2018 06-01-2018			Add	
¢					>	History	
Number of Own Children	0 Pre-Servic	e Completed Da	e	Pla	cement	Preference	:
Family Composition					Placem	ent List	
	INUNEJ		<u> </u>		license/	Approval	
Family's Ethnic Group	(NONE)		<u> </u>	Em	ploymer	v/Educatio	n
Family's Primary	(NONE)		•	1	nquiry/M	lotivation	1
Family's Second Language	(NONE)		•	A	doption	Exchange	1
Family's Religion	(NONE)		•		Trai	ning	
				(hild Car	e Details	
				07-1	8-2018	11:31:2	2

The Child Care details button will open a new window. This window will show only Child Care facilities. Workers will select which facility they are addressing and make required changes to Accreditation, Inspection and Head Start. Sixpence is no longer tracked on NFOCUS.

CFS facilities will not show in the Child Care Details window.

N-FOCUS - Child Care Details			– 🗆 X
File Help			
		h ?	
			UPDATE
Organization Name ORVELLI, ROSIE			ld Nbr# 83361284
The stills of The second	0	Regin Date	
	Status	<u>Deym Date</u>	
CHILD CARE CENTER	ACTIVE	04-01-2018	
FAMILY CHILD CARE HOME I	HOLD	06-01-2018	
Accreditation Accreditation Y Segin Date 04-01- QRIS STEP Rating Rating 1 Segin Date 04-01-2018	2018 End Date		ccreditation History
Inspection Type Subsidy Renev - Ins	spection Date	05-01-2018	nspection History
Head Start			
Head Start Yes 💌	Begin Date	04-27-2018	lead Start History
		07	-18-2018 11:34:14

No changes have been made to accreditation or QRIS functionality, including history. The CC facility must be in Active status in order to enable Accreditation, Inspection and Head Start. All other status will have these attributes grayed out.

N-FOCUS - Child Care Details			– 🗆 🗙
File Help			
		h ?	
			UPDATE
Organization Name ORVELLI, ROSIE			ld Nbr# 83361284
- Facility Type	<u>Status</u>	Begin Date	
CHILD CARE CENTER	ACTIVE	04-01-2018	
FAMILY CHILD CARE HOME I	HOLD	06-01-2018	
Accreditation Accreditation QRIS STEP Rating Rating 1 Begin Date 04-01-2018	End Date	_Ac	creditation History Rating History
Inspection Inspection Type	spection Date		nspection History
Head Start Head Start	Begin Date	F	lead Start History
		07	-18-2018 11:32:40

Inspection

RD workers will select which type of Inspection they are adding to the facility type. Selections are: License, Subsidy New, Subsidy Renew, In-home. Workers will not be able to delete an inspection date that is more than 12 months prior to current date. Workers will not be able to future date inspection date. Inspection will enable for Child Care Center, Family Home 1 and 2, License Exempt, Family In-Home and Family In-Home Special Needs.

Inspection History

RD workers will be able to delete inspection history if an entry is incorrect. They will highlight the line they wish to delete and select delete. History that is more than 12 months prior to current date will not be allowed to be deleted.

N FOCUS Inc.	naction H	liston			
N-FOCOS - INS	pection H	listory			
Facility Typ	oe C	HILD CARE CENTE	ER		
2					
; Begin Date	0	4-01-2018	Status A	CTIVE	
Inspectio	n Date	Inspection Type	Created by	Created on	
04-01-20	118	Subsidy New	DSSZ908	04-01-2018	
3					
-					Delete
			or		
		_	UK		
N-FOCUS - Insp	pection H	listory			
N-FOCUS - Insp	pection H		50		
N-FOCUS - Insp Facility Typ	pection H	istory HILD CARE CENTI	ER		
N-FOCUS - Insp Facility Typ Benin Date	Dection H	istory HILD CARE CENTI 4-01-2018	ER Status	ACTIVE	
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N-FOCUS - Insp Facility Typ Begin Date Inspectio 05-01-20 04-01-20 Delet	n Date	listory HILD CARE CENTI 4-01-2018 Inspection Type Subsidy Renew Subsidy New	ER Status d Created by DSSZ908 DSSZ908	ACTIVE Created on 06-01-2018 04-01-2018	X Delete
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N-FOCUS - Insp Facility Typ Begin Date Inspectio 05-01-20 04-01-20 Delet	n Date 18 18 18 18 18 18 18 18 18 18 18 18 18	listory HILD CARE CENTI 4-01-2018 Inspection Type Subsidy Renew Subsidy New Subsidy New ion History FOAXJ1C - Selected In pu want to continue?	ER Status a Created by DSSZ908 DSSZ908	ACTIVE Created on 06-01-2018 04-01-2018 is going to be deleted. Do	X Delete
N-FOCUS - Insp Facility Typ Begin Date Inspectio 05-01-20 04-01-20	n Date 18 18 18 te Inspect	listory HILD CARE CENTI 4-01-2018 Inspection Type Subsidy Renew Subsidy New tion History FOAXJIC - Selected In ru want to continue?	ER Status d Created by DSSZ908 DSSZ908	ACTIVE Created on 06-01-2018 04-01-2018 is going to be deleted. Do	× Delete
N-FOCUS - Insp Facility Typ Begin Date Inspectio 04-01-20 Delet	n Date 18 18 20 20 NK yo	istory HILD CARE CENTI 4-01-2018 Inspection Type Subsidy Renew Subsidy New ion History FOAXJ1C - Selected In pu want to continue?	ER Status Created by DSSZ908 DSSZ908	ACTIVE Created on 06-01-2018 04-01-2018 is going to be deleted. Do Yes No	× Delete
N-FOCUS - Insp Facility Typ Begin Date Inspectio 04-01-20 Delet	n Date	listory HILD CARE CENTI 4-01-2018 Inspection Type Subsidy Renew Subsidy New ion History FOAXJ1C - Selected In pu want to continue?	ER Status i Created by DSSZ908 DSSZ908	ACTIVE Created on 06-01-2018 04-01-2018 is going to be deleted. Do Yes No	X Delete

Workers will not be able to delete rows that are more than 12 months from the current date. A message will generate indicating this requirement. (See screen print on next page)



Workers will not be able to future date entries. A message will generate if the worker attempts this.



Head Start

Workers will add Head Start data by selecting Yes or No, and the begin date. Workers will receive an error message if they try to put a blank space in the Head Start drop down. Head Start will only enable for Child Care Center, Family home 1 and 2.

Head Start History

RD workers will be able to view Head Start entries in the history tab. They will be able to delete history, however, they must delete the top row only. Delete will not enable for any row other than the top row. In order to delete an error entry that is not the top row they will need to delete every row that was entered before the error entry they are wanting to adjust.

N-FOCUS - Head Sta	rt History				
Facility Type	CHILD CARE	CENTER			
Begin Date	04-01-2018	Sta	atus ACTIVE	I	
Head Start	Begin Date	End Date	Created by	Created on	
No	05-15-2018		DSSZ908	06-01-2018	
Yes	04-27-2018	05-14-2018	DSSZ908	06-01-2018	
No	04-15-2018	04-26-2018	DSSZ908	06-01-2018	Delete
		ОК			
		Рад	<u>ــــــــــــــــــــــــــــــــــــ</u>		

Delete
Delete
×
eted. Do
No

The end date will adjust with every row that is deleted in order to show a current status of Head Start.

N-F	OCUS - Head Sta	irt History				
F	acility Type	CHILD CARE	CENTER			
E	Begin Date	04-01-2018	Sta	atus ACTIVE	E	
	Head Start	Begin Date	End Date	Created by	Created on	
	Yes	04-27-2018		DSSZ908	06-01-2018	
	No	04-15-2018	04-26-2018	DSSZ908	06-01-2018	
	Yes	04-01-2018	04-14-2018	DSSZ908	04-01-2018	Delete
			ОК			

Workers will not be able to delete rows that are more than 12 months from the current date. A message will generate indicating requirement.



Workers will not be able to future date entries. A message will generate if the worker attempts to future date.



Pre-Print Claims Schedule (Update)

The following provides information regarding the Pre-Print Claims Schedule:

Occurrence Related

• This file is for one time related providers such as EF, EA, etc. that are providing occurrence related services. This file is sent to OnBase nightly.

Weekly

• This file will run every Friday and extract any authorizations that were created for the following Monday through Sunday.

Semi-Monthly

- This file runs on the 1^{st} and 16^{th} of each month.
 - $\circ~$ The run on the 1st extracts authorizations created for the 1st through the 15th of the month.
 - $\circ~$ The run on the 16th extracts authorizatons for the 16th through the end of the month.

Note: If the authorization is created in the current month the claim lines will run with nightly batch process.

Example: Authorization created on 7/7/15. The file will run that night and within the 48 hours the claim line for the first half of July would be online. The second half will be sent on the 16th. If the authorization is created on 7/20/15 the file will run that night and within 48 hours there should be 2 claim lines on the portal for the 1st and 2nd half of the month.

Monthly

- This file will run on the 25th of the month and the end of the month (last working day).
 - $\circ~$ The 25th extract will pick up authorizations that were created between the 1st and 25th.
 - $\circ~$ The end of the month run will pick up any authorizations created from the 26^{th} to the last day of the month.

Note: If any of the scheduled dates is a holiday the job will run the day prior.

In order to change from MONTHLY to SEMI-MONTHLY it's best to wait and do this the 28th-the end of the month. If you change a provider from MONTHLY to SEMI-MONTHLY before the 27th, they won't get their Monthly claim line for that month because Monthly claim lines look back at the month. Semi-Monthly claim lines look forward and you will miss out on either the first or the second half of the month, depending on when the Resource Development worker makes the change.

Example: If the change from Monthly to Semi-Monthly happens on the 17th then you will miss the Monthly claim line, as well as the Semi Monthly claim line that would have went over on the 16th.

Post Print Process

The Post Print Process looks 6 months back from the current date.

Weekly Claims – The file will run every Friday and extract any authorizations that were created for the following Monday through Sunday.

If the worker missed the Friday before cut off for that week and the worker waited till the day of the service to make the service authorization, there is a post print process that would have gone back and picked up the service authorization and made a claim for the portal.

If the worker missed the Friday before cutoff for the weekly claim and makes the service authorization before the service, the claim falls into a "black hole" and the claim will never go to the portal.

Example:

Service for 6/1

- If worker made a service authorization on 5/25 or before, then the service authorization would go to the provider portal.
- If worker made the service authorization on 6/1 or after, then the service authorization would go to the provider portal.
- If the worker made the service authorization on 5/28-5/31 then that is the "black hole" and the claim will not go to the provider portal and paper billing will need to be done.

Interfaces

SVES Verification Request (Change)

In the past, when a child's Date of Birth was verified by the Nebraska Department of Vital Statistics that child was not sent to SVES for a SSN Verification so the SSN was never verified. This will now be fixed so that all new born children verified by Vital Statistics will be sent to SVES for a SSN verification.

SDX Interface Display (Fix)

Some of the SDX Demographics Category codes have been incorrect. This has been fixed. The new, more descriptive, codes are displayed in the chart below the screen print.

LISL EIIGIL	vility Financial Payment Demograph	cs Ineligible Relative Technical
SSN: Birth Date:	506-21-7628 02-23-1982	Name: SEAN LUNDSTROM Gender: M
Date Received	06-13-2018	
Category	Disabled Individual	Date of Death
2905 S 160TH OMAHA NE	Mailing Address PLAZA	Residence Address 2905 SOUTH 160TH PLAZA OMAHA NE
68130 2037		68130
	Payee Name and Address	SSN:
GUARDIAN AN PO BOX 260	IGELS LIFE SERVICES	Eligible Spouse 0 SSI Essential Person 0
KENESAW NE	=	
68956 0260		

Codes listed on next page.

Aged individual
Aged individual with an ineligible spouse
Aged individual with eligible spouse
Blind Individual
Blind individual with ineligible Spouse
Blind individual with eligible spouse
Disabled individual with Eligible spouse
Disabled individual
Disabled individual with ineligible spouse
Blind child
Blind Child living with mother
Blind child living with father

Blind child living with both parents

Disabled child

Disabled child living with mother

Disabled child living with father

Disabled child living with both parents

Eligible individual awaiting spouse

ACCESSNebraska Electronic Application

Housing Expenses Section (Change)

New questions have been added to the Applicant Information page and Expenses – Housing page of the E-Application and Phone Application.

Note: Draft Applications that were started before the release and completed after the release may not have these questions answered if the applicant has already completed these sections.

Is your total household income this month, before deductions, less than \$150 and household cash/savings \$100 or less?	O Yes	No
Do your total shelter costs exceed your monthly income and resources?	O Yes	● No
Are members of your household migrant or seasonal farm workers whose cash and savings are \$100 or less?	O Yes	• No
Do you have an eviction notice?	⊖ Yes	● No
Do you have a Nebraska Electronic Benefits Transfer (EBT) card for Supplemental Nutrition Assistance Program (SNAP)?	O Yes	● No
Failure to answer the question will be seen as a statement by your household that you do have a Nebraska Electronic Transfer (F	BT) card	

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ACCESSNebraska Tips:

Below is general information regarding ACCESSNebraska. Calls regarding (AN) accounts, online applications or PIN can all be referred to Production and Support 1-888-281-6629.

NEVER CLEAR PIN – Refer to Production Support (P&S)

Create Account

- to go to <u>www.accessnebraska.ne.gov</u>
- enter in English or Spanish to be routed to main menu

ACCESSNebraska Accounts

- ACCESSNebraska Supported browsers; Internet Explorer, Firefox, Google Chrome.
 - If one of the above browsers are not working it is suggested that user change to one of the other supported browsers.
 - Internet Explorer and Firefox are the preferred.
- Mobile devises are NOT supported and are not recommended, however most users have limited access to their accounts on tablets or phones.
- Changing Passwords expire every 90 days. User will prompted to change password.
 - $\circ~$ Password changes are only successful only on desk or laptop computers NOT on tablets or phones.
- If forget password or user ID, use forgot help links for assistance.
 - Forgot password or user ID links are only successful only on desk or laptop computers NOT on tablets or phones.
 - If user is not able to retrieve user ID, change password or remember security questions/answers, they **must** create a new account.

- P&S cannot reset User ID, Passwords and security questions, suggest user create a new account.
- User IDs are unique so if creating a new account **must** select a different user ID.
- P&S can assist in providing PIN. Add email address to NFOCUS **prior** to transferring the call.
- NEVER CLEAR PIN, refer to P&S.

Application Online Process

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- New users (no PIN) should select one of the program application icons to create an account and complete an application.
- A PIN is given **after** an application is received/pended.
 - PIN is NOT required to complete an application.
 - Hint: Economic Assistance app icon asks user to validate account with PIN. This defaults to yes, selecting NO continues user to the EA application.
 - Once PIN is generated, user can log in with same account to My Account and validate with PIN.
 - Name, DOB and last 4 numbers of their social security number.
 - Must match NFOCUS to validate account.
 - If duplicate person, account cannot be validated until duplicate is resolved. Call P&S.
 - My Account provides access to program status, notices, renewal and email/text preferences for programs user is a case name, rep or payee associated.

PIN

- PIN will be generated the evening programs are pended or made active. PIN letters are mailed unless requested online and email process request is completed.
 - Must be the case name, rep or payee of a pending/active program to be eligible for a PIN.
 - If all programs are closed/denied PIN will not generate.
- Online PIN request can be completed once pending/active program and case name, rep or payee.
 - Online PIN request, will <u>clear</u> an existing PIN or set to generate a PIN.
 - If email is in NFOCUS, PIN will generate and email right away.
 - If no email, PIN will generate overnight and be mailed.
 - If not PIN eligible, user will receive message not eligible, PIN will clear and new PIN will <u>not</u> be generated.
- P&S can view PIN and provide to user.
 - Add user's email address to NFOCUS prior to transferring to P&S.
 - NEVER CLEAR PIN, refer to P&S.

Alerts

View Future Dated Alerts (Change)

Select the Future button to navigate to the List Master Case Alert Window in order to view Alerts for the Master Case that have a display date in the future.

N-FOCUS - List	Master Case Alerts/Work Tasks			-	- 🗆 🗙
File Actions Got	o Help				
	M 🖉 🗃 🦌	e . .		h	
-Master Case-					
Number 20	Name FREDI	DY N FENDER			
<u> </u>					
Alerts					
Display Dt	Description	Program	Name	Alert # D	
03-19-2018	RETURN 90 DAYS-NO	CFS	FENDER, FREDDY N	599	Close
03-19-2018	PHYSICAL EXAM	CFS	FENDER, FREDDY N	265	01030
03-19-2018	PLACEMENT CHANGED	CFS	FENDER, FREDDY N	174	History
03-19-2018	LEGAL STATUS CHANGED	CFS	FENDER, FREDDY N	548	HISTORY
03-19-2018	LEGAL STATUS CHANGED	CFS	FENDER, FREDDY N	548 🧗	
<				>	Future
🗆 Limit	to EA Alerts 📃 Limit	to MLTC Alerts	s 🗖 Limit to APS/CF	S/WVR Alerts	

All alerts with future display dates will appear, regardless of the status. The filter options are available from the filter icons.

N	N-FOCUS - List Master Case A	Alert				
File	Actions View Goto H	lelp				
		ABCC ABC ABC		21		
Г	Master Case					
	Number 14	Nan	ne JERRY	PANTS		E
	Program	Nan	ne			
	Status Duo Dato	Dieplay Dt	Туре	Description	Name	
			Type		Name Builto (SBB)	_
		08-15-2022	WRKR		PANTS, JERRY	
	UFN.	10-01-2010	WANA	TOTORE ALL RT	FANTS, JERRI	

Resource Development Alert #605 Org Person Address Change (New)

Alert 605 will be created for the RD worker assigned to the service approval when a person's address is updated on the Person Detail window and they are an Org Related Person on an organization that has an active service approval for child care.

Narrative

SNAP Interview or Review/Recert/Renewal Subject Areas (Change)

When creating new SNAP narrative in the INTERVIEW or REVIEW/RECERT/RENEWAL subject areas and the sub-heading EBT CARD is selected, a window will pop up asking 'If the client needs a new EBT card would you like to request one?'

N-FOCUS - Detail Narrative	- 🗆 🗙
File Actions Edit Goto Help	
Master Case Name KAREN K ATLAS MC # 37	ADD
N-FOCUS - Additional Narrative Detail	
Subje	
Subhead If the client needs a new EBT card would you like to request one?	-
Deselect #	
After indicating	nt window will pop
Comment	
Narrative Detai	
✓	
OK Cancel	
Save and Next Prior Narrative Spell Check Maximize Narrative Text Previou	is <u>N</u> ext
This information may contain Federal Tax Information(FTI)	
Cours Nerrative Information	N-FOCUS - Test Date
3475 Martauye muumaudii Ub-07-21 U	06-07-2018 14:06

If you select YES and then OK you will be returned to the Detail Narrative window.

Selecting Save and Next, Save or Save and Close will cause the EBT Replacement Card Request Window to display.

See screen prints on the following page.

	tive					- 0	×
le Actions Edit Got	o Help	.					000 00
			<u>ľ</u>				MENU
laster Case Name K	AREN K ATLAS			м	C# 37		ADD
Recorded 0	6-07-2018 Record	ied By DSSZ913	Updated E Program	y DSSZ913	}		
Subbeading			SMAD				
Deselect All	EBT Card		SINAF				
	Programs Req - Intervi Expedited	iew 🗸					
After indicating Yes to up.	o request a new EBT c	ard, SAVE off of thi	s window and	the EBT Ca	d Replacem	ent window wil	l pop
Narrative Detail							
EBT card requested?	Yes						
•							
_				1	1		
Sa <u>∨</u> e and Ne×t	Prior Narrative	Spell Check	<u>M</u> aximize Narr	ative Text	Previous	Next	
	This information	n may contain Fede	eral Tax Inform	ation(FTI)			
					N-F	OCUS - Test Date	
					06-07-20		
EM5: 3					06-07-21	06-07-2018	14:0
EM5: 3		و مع ال			05-07-21	06-07-2018	14:
N-FOCUS - FRT Re	placement Card Reque	st Window			06-07-21	06-07-2018	14:
N-FOCUS - EBT Rej	ویا ہے۔ placement Card Reque	st Window	<u> </u>	_	U6-U7-21	06-07-2018	14:
N-FOCUS - EBT Rej	ويوري وي ويوري ويوري ويو	st Window			U6-U7-21 (06-07-2018	14:
N-FOCUS - EBT Rej	میں ہے۔ placement Card Reque ent Card will be is:	st Window	<u> </u>		U6-U7-21 (06-07-2018 	14:
N-FOCUS - EBT Rej	placement Card Reque ent Card will be is: KAREN K ATLAS	st Window	<u> </u>		<u>06-07-21</u>	06-07-2018	14:
N-FOCUS - EBT Rep A Replacem	placement Card Reque ent Card will be is: KAREN K ATLAS	sued for	<u> </u>			06-07-2018 	14:0
N-FOCUS - EBT Rep A Replacem	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b lyer the Counter?	sued for	<u> </u>	° YES	C NO	06-07-2018 ı	14:0
N-FOCUS - EBT Rep A Replacem Is the Replac	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b over the Counter?	sued for		O YES	C NO	06-07-2018	14:0
N-FOCUS - EBT Rep A Replacem Is the Replac handed out C	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b Over the Counter?	sued for		C YES	© NO	06-07-2018	14:0
N-FOCUS - EBT Rej A Replacem Is the Replac handed out C	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b Over the Counter?	st Window sued for reing		C YES	© NO	06-07-2018	14:
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N-FOCUS - EBT Re A Replacem Is the Replac handed out C f Is homeless I If the EBT r it will be	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b Over the Counter? ? replacement card is mailed to the follow	s being mailed, ving address:		C YES	C NO	06-07-2018	14:
N-FOCUS - EBT Re A Replacem Is the Replac handed out C f Is homeless f If the EBT r it will be n	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b Over the Counter? ? replacement card is mailed to the follow	s being mailed, ving address:		C YES	C NO	06-07-2018	14:
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N-FOCUS - EBT Rej A Replacem Is the Replac handed out C f Is homeless I I I If the EBT r it will be 1 656 ST LINCO	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b over the Counter? ? replacement card is mailed to the follow TRIPE ST LN NE 68510	s being mailed, ving address:		C YES	© NO	06-07-2018	14:
N-FOCUS - EBT Rej A Replacem Is the Replac handed out C f Is homeless I I If the EBT r it will be 1 656 ST LINCO	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b over the Counter? ? replacement card is mailed to the follow TRIPE ST LN NE 68510	s being mailed, ving address:		C YES	© NO		14:
N-FOCUS - EBT Rej A Replacem Is the Replac handed out C f Is homeless f Is homeless f Is homeless f Is homeless f Is homeless f Is homeless	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b over the Counter? ? replacement card is mailed to the follow TRIPE ST LN NE 68510	s being mailed, ving address:		C YES	© NO		14:
N-FOCUS - EBT Rej A Replacem Is the Replac handed out C f Is homeless If the EBT r it will be t 656 ST LINCO	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b Over the Counter? ? replacement card i: mailed to the follow TRIPE ST LN NE 68510	s being mailed, ving address:		C YES	© NO		14:
N-FOCUS - EBT Rej A Replacem Is the Replac handed out C f Is homeless If the EBT r it will be r 6556 ST LINCO	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b over the Counter? ? replacement card is mailed to the follow IRIPE ST LN NE 68510	s being mailed, ving address:		C YES	© NO		14:0
N-FOCUS - EBT Rej A Replacem Is the Replac handed out C f Is homeless If the EBT r it will be r 556 ST LINCO	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b over the Counter? ? replacement card is mailed to the follow TRIPE ST LN NE 68510	s being mailed, wing address:		C YES	© NO		14:1
N-FOCUS - EBT Rej A Replacem Is the Replac handed out C f Is homeless If the EBT r it will be r 556 ST LINCO	placement Card Reque ent Card will be is: KAREN K ATLAS cement EBT Card b over the Counter? ? replacement card is mailed to the follow IRIPE ST LN NE 68510	s being mailed, wing address:	Cance	C YES	© NO		14:

Based on how the questions on the window are answered a Replacement EBT Card will be issued.

Selecting OK or Cancel off the window will take you back to the next Narrative Detail window.

Correspondence

Non-Discrimination Language (Change)

The Non-Discrimination language has been changed on Correspondence created in NFOCUS to the following verbiage per Federal Legislation/Regulation request:

This institution is prohibited from discriminating based on race, color, national origin, disability, age, sex and in some cases religion or political beliefs.

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a complaint of discrimination, complete the <u>USDA Program Discrimination</u> <u>Complaint Form</u>, (AD-3027), found online at:

<u>http://www.ascr.usda.gov/complaint_filing_cust.html</u>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the <u>State Information/Hotline Numbers</u> (click the link for a listing of hotline numbers by State); found online at:

http://www/fns.usda.gov/snap/contact_info/hotlines.htm.

To file a complaint of discrimination regarding programs receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201, or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

USDA and DHHS are equal opportunity providers and employers.

Expert System

SNAP Work Registration Exemptions (Change)

SNAP policy has identified the Work Registration (WR) exemption reason of 'Exempt for ABAWD' as being an invalid reason to use, and this reason has been removed from the selection list, however, as this reason has historically been used, there are persons in NFOCUS who are identified with this exemption reason.

If a person in the SNAP program case is currently recorded with a WR Exemption Reason of 'Exempt for ABAWD', upon entering the Work Registration task, the following ReadMe window will be presented.

NFOCUS - Navigator	ADAM JONES 3 -	
File Actions View Goto H	lelp	
e I C	50 D D D D D D D D D D D D D D D D D D D	🗉 🏨 🝃
	The Person(s) listed below requires a change to their WR Exemption Rea for ABAWD' is not valid. JONES, ADAM JONES, ALEX JONES, MAMA	ason. 'Exempt
Tasks Notices	ReadMe Current History Summary	

The Worker should select the 'Current' tab to move to the 'update' mode (as shown in following window).

erson:				
			7	Begin Date:
ONES	ADAM	01-01-1953	Work Registration:	12-30-2017
			Status:	
			Exempt v	
BWND	C Yee G No.		WR Exemption Reason:	
Statua:	0 1C5 (0 NU		Exempt for ABAWD	•
Status.				
	_			
ABAWD Exem	nption Reason:			
	-	_	Employment and Training:	
1			Status'	
			Evempt	
tudents in Hig	her			
ducation:	🗆 Yes 🕩 No		E/T Exemption Reason:	
Status:			Other	•
	~]	
Ctudent Even	ntian Decemt			
Stutient Exen	ipuon Reason.			
		_		

The Worker should review the case to determine if Status should be updated to 'Mandatory' for each person who has the current WR Exemption Reason of 'Exempt for ABAWD', or if the person can be qualified for an alternate WR Exemption Reason.

If a new exemption reason should be entered, the worker will need to be sure to update the 'Begin Date' for the new exemption reason to ensure that history of exemption reasons is maintained.

If the worker clicks the Cancel button, you will be returned to the main Work Registration task window and the Red X remains in place. The Red X prevents budgeting of SNAP due to a Mandatory Task not having been completed.

If the worker clicks 'OK' without changing the 'WR Exemption Reason:' the following message is displayed.

Message!	×
'Exempt for ABAWD' is not a valid WR Exemption Reason. If this person is exempt, select a valid reason.	
ОК	

Upon clicking 'OK' on the message, you will be returned to the 'Update Work Registration/E&T/Student/ABAWD' window to make needed updates to the Work Registration status, or to the appropriate WR Exemption Reason.

> Page 23

If no changes are made in the 'Update Work Registration/E&T/Student/ABAWD' window, the worker will be presented with the below message upon attempting to run SNAP budgeting:

Benefit Month : 06-2018 Budgeting						•
CASE CATEGORY	CASE CATEGORY STATUS					
PC Last Name	PC Last Name PC First Name Program Asst Cd PC Number PC Status					
GRANT Cases		Budgets ready	to proces	3S		
JONES	ADAM	ADC	-	1330051	Pendng	
🖙 SNAP Cases Mandatory tasks not completed 🦳						
JONES	ADAM	SNAP		9929453	Active	

The Mandatory Task list for the SNAP program displays indicating that 'Work Registration' has not been completed.

- citizent K i	
Mandatory Task list for selected categories	
Mandatory Tasks for SNAP Category	
Work Registration	
	UK
1	

ADC Denial Reason Non-Cooperation with EF (Change)

With this release, the ADC denial reason of Non-Cooperation with EF (Employment First) will no longer be an available option if there is an open EF sanction.

AABD Paper Application (Change)

Application EA-30 (Application for Aged, Blind and Disabled) has been discontinued for use. It will no longer be displayed as a choice in the application dropdown menus in Mainframe, or Expert System.

SSAD Notice Template (Change)

With the August release, workers will be able to select multiple services in Notice Template when making changes to an SSAD case.

N-FOCUS - Notice Template - S	58G	C
Case Name DORIS CAR	ER	
© SSAD ○ SSCF	Status Stat Beg Dt Program AC 01-04-2018 99268829	
C Approval C Denial	Change Effective Date 10-01-2018	
SSBG Eligibility Period	То	
Change Reason	hanged 🔹	
activices		_
ADULT DAY CARE	ic.	
CHORE	6.	
ESCORT SERVICES BY A	AGENCY PROVIDER	
Change/Denial Reason		
client has requested that th	ese services be changed	4
Manual Reference		
Client Request/Application	a Withdrawn	
Failed Living Arrangemen	t and Alian Status	
Failure to Complete Interv	and Allen Status	
	OK Cancel Clear	

Participant Actions Client ID Number (Change)

With the August release, the Client ID Number will be displayed in the Participant Actions task when adding or closing participants in Expert System program cases.

Add Participant Actions			8
Participant:			Request Date:
CILANDER ELLA 11-07-1956 CILANDER DEVON 12-28-1956 CILANDER DYLAN 10-29-1976 CILANDER CLIVE 06-15-1980 CILANDER PAULA 06-20-2013 CILANDER UNBORN 05-25-2018	10348 10347 10351 10160 10161 10350	In HH In HH In HH In HH In HH In HH	Prorate Date: Prorate Date: Change selected Participant[s] Household Status to' In'? C Yes C No
Program Case(s):			Is selected Participant' Energy Only'? C Yes C No Take action for this month only? C Yes C No
		Next	OK Cancel Help

(See additional Screen Print on the following page)

Close Participant Actions	8
Participant:	Closure Reason:
CUKOR GEORGINA 02-23-1995 10360 In HH CUKOR RALPH 06-21-2016 10361 In HH	Sanction Type:
	×
	Work Requirement Reason:
	Date of Death:
Program Case'	
i logram cooci	Change selected Participant(s)
	Household Status to' Out'? C Yes C No
	Program Case Name:
	v
	Take action for this month only?
	C Yes C No
	Next OK Cancel Help

LIHEAP (Change)

During the last energy year, 10/2016-9/2017, Supplemental (contingency) payments were issued 9/20/2017. Payments authorized after 10/1/2017 (e.g., case closed prior to supplemental issuance) could not be processed for the previous energy year, despite selecting that year in the dropdown menu. The logic would change it to the new energy year, 10/2017-9/2018. This required that the case be reopened back to the previous energy year to allow for proper budgeting. This has been corrected so that it can now be processed.

Workers will be able to process LIHEAP Crisis payments as payable to the client when no provider exists.

Workers will be able to process cooling budgets no sooner than April first. A message displays to advise workers of this, and that policy staff will have security to process cooling budgets sooner, as needed.

Updates to Case Information and Accounts/Provider tasks have been made to allow for storing changes in the History tab based on begin date of the changes made in those tasks. Changes have also been made to the main screens for both of these tasks.

ADC now has an end-dated Eligibility Period, and LIHEAP budgets previously included only high-dated grants in the budget. Since that change, ADC grants have not been included in LIHEAP budgets when determining eligibility and benefit amount. LIHEAP will now include ADC grants which are issued in the month LIHEAP eligibility is determined.

Note: Detailed instructions will be provided to LIHEAP workers via Supervisors. Contact LIHEAP Policy for additional details if needed.

ADC Denial Reason Non-Cooperation with EF (Change)

Non-Cooperation with EF will no longer be available in Case Actions if there is a pending person with an active EF sanction 1, 2, 3, or employment first – imposed in participant actions. In Participant Actions, Non-Cooperation with EF will not be available on the pending person who currently has an active EF sanction. All other participants will be have non-cooperation available if that denial is needed.

ADC Living Arrangement for Financially Responsible Parents (Change)

Living arrangement will be required for FR parents in ADC prior to budgeting being allowed. Living arrangement will Red X when case configuration is completed. This will only affect cases that have an FR parent due to legal status or RSDI/SSI AND SNAP or LIHEAP only, no other programs in history.

Child Care Two Applications in Same Month (Change)

Workers will be able to pend a second application in the same month that already had a denial. If the HH requests a prior app withdrawn and then reapplies at a later date in the same month, the new app date will be allowed to be entered. Only two denial reasons will require the original app from that month to be used: failed to provide or failed to complete interview.

NFOCUS Tips

Duplicate Persons in NFOCUS

Duplicate persons continue to be created in the process of creating new Master Cases, adding a person to a Master Case, creating a CHARTS referral, CFS Intakes, and adding an Administrative person (Payee, Authorized Rep, etc). **Duplicating persons creates serious issues that affect your case accuracy**. It becomes even more important to not create duplicate persons with the new Medicaid system Nebraska Timely, Responsive, Accurate, and Customer Service (NTRAC).

<u>NFOCUS was designed so that a person should only be on the system once</u>. Each person should have only one person number. This same person can be in a Master Case, be an Authorized Rep, be in a CHARTS referral, CFS Intake, SDM and be in an Organization. There is no reason for a person to be on the system twice. The person number is found at the bottom of this window.

See Screen Print on next page.

N-FOCUS - Person Detail File Artisons Detail Goto Helo		_ 0 ×		
		m : S		
	CR CR 😽 🛃 💽	UPDATE		
Person Name		Demographics		
	CHARTS Referral NCP	Address		
Middle	Medicare Inquiry	Address <u>H</u> istory		
Last. SANDS	MMIS History	Client Preferences		
Ext [NONE]	Person Involvements	E-Mail Addr. History		
Sex Sex	PIN Management	Military/International		
C Female	Program Cases	Name History		
Birth Date 06-30-2016 C Unknown	School Attendance	Person Verification		
Deceased Date	State Ward Details	SSN History		
Person Number 51318165	Tri <u>b</u> al	Ielephone		
	YRTC Narrative			
Close Person Detail Window		03 03-23-2017 11:32		

Current Issues:

- Adding a person to the Master Case with the reason of EO (Energy Only)
 - $\circ~$ If this person is already in another Master Case then it is an existing person do not add a new person
- Unborn already on child is born but pregnancy is not updated and the child is added as a new person
 - If there is already an unborn in the Master Case and a child has been born, update the pregnancy do not add another NFOCUS person.
- No SSN but Name and DOB matches someone already on NFOCUS.
 - More than likely this is the same person.
 - Check the address, Master Cases they have been in, Person Involvement, etc.
- SSN already matches someone on NFOCUS.
 - Do not change the SSN by one number to get it on NFOCUS.
- Not doing a thorough clearance before adding a person to NFOCUS
- Person name misspelled or last name changed
- **Note:** If you have any questions or cannot complete the steps indicated above, contact NFOCUS Production Support.
- **IMPORTANT:** If you created a duplicate person in error or find ones that you think might be duplicates, please contact NFOCUS Production Support so we can correct them.

Person Search

In order to reduce the number of duplicate persons created, please take the following steps before you create a person in NFOCUS:

Use the Person Search to determine if this person is already on NFOCUS

- SSN Search If you have an SSN, do a search by SSN. If there is no match on SSN, then search by name.
 - $\circ~$ Even if you have an SSN it is good to also do a name search to make sure they are not already on without the SSN
 - Person Search defaults to Partial Name search this search finds all the names with the exact spelling of the last name and first name entered plus additional names that have more letters.
 - $\circ~$ If there is a space in the last name or first name and the one entered does not have a space it will not find this person.
- **Example:** If you enter John Doe you will get all the John Doe's plus any John with the last name of Doeden, Doenhoefer, Doerschlag, Doescher, Doeschot, etc.
 - If you are not sure how to spell the last name such as Johnson or Johnsen then enter johns as the last name and you will get matches for Johns, Johnsen, Johnson, Johnsons and Johnston with the same first name.
 - $\circ~$ It is also good to check the box 'Search on Name History'.
 - \circ $\;$ Sometime it is best to enter less to get a broader search.
 - Address Search

Clearance Process

The Clearance Process uses soundex to find names that match the name that you entered. Soundex is a phonetic program used by NFOCUS to encode last names by their sound when pronounced in English. (See Help-How Do I for an overview of Soundex.) You will get a lot more possible matches with Soundex.

- If there are over 100 matches you will get a popup that will allow you to filter by Last Name, First Name, Partial Last Name, Partial First Name or Sex.
- Person Clearance List:
 - Take time to look at the list. From this window you can look at Person Detail, what Master Cases they are in, their address and if they are an Org related person.
 - If a person already on NFOCUS has the same name and date of birth as the person you are entering, it is most likely the same person
 - If it is the same person use the button at the bottom of the window 'Use Existing NFOCUS Person'
 - <u>DO NOT</u> change the SSN by one number to get your person on when you have an SSN match - call NFOCUS Production Support
 - \circ $\:$ See 'Help-How Do I' for complete instructions on the Clearance Process $\:$
- If in doubt if this is the same person, call NFOCUS Production Support

(See Screen print on the next page)

	N-FOCUS	- Person Clearan	ce List						_ [
File	VIEW		C ABC							000 00 000 00 MENU
	lew Per	son Informatio	n Entered							
		SSN	Last Name	First Name	MI	Ext	Birth Date	Sex		
	Γ		SANDS	KEN				U	<- Add New Pe	rson
	ossible	Matches of Pe	ersons Existing in N-FO	CUS						
	Match									
	Туре	SSN	Last	First	М	Ext	Birth Date	Sex	Person Number	
	SNDX		SANDS	KARA			09-15-2005	F	16593920	
	SNDX	551-66-7894	SANDS	KATE			08-12-1911	F	48792036	
	SNDX	688-79-1546	SANDS	KATIE			08-12-1982	F	53518698	
	SNDX	669-33-2211	SANDS	KATRINA			06-12-2005	F	65216969	
	SNDX	558-46-1578	SANDS	KAY			05-12-1982	F	36484319	
	SNUX		SANDS	KENNIE			05-30-2015	м	51318165	
	SNDX		SANDS	KUDA			07-20-2013	. M	33556629	
	SNUX		SANDS	KURI			09-18-1982	м	92202512	
	-Physic	cal Address—					Master Ca	se	382	
							Use Existing	N-FOC	US Person	

Administrative Person

- Always check to make sure the person is not already on NFOCUS
- When adding this person you must enter an address

Review HH Status

On Detail Master Case there is an icon to the right of the window in the Master Case Persons box that shows everyone that has been in this Master Case and their current status in the Master Case. Click this button to see everyone who has been in the Master Case before you add a person to the Master Case. They may already be in the Master Case you just need to change their Household status to In Household.



Review Person Involvements

Person Involvement is found on the Person Detail window. This shows all the involvements that this person has such as, Master Case, Organizations, CHARTS referrals, Overpayments, Intakes, Allegations, Safety Plans, etc.

Person Involvements

In Person Name KENNIE SANDS Person Name () Person Name () Person Tracking () CHARTS REFERRAL () Person Tracking () APS INVESTIGATION () Person Related Investigation () APS Investigation () ORG RELATED INVESTIGATION () APS INVESTIGATION () ORG RELATED INVESTIGATION () SAFETY PLAN () Child Review () SAFETY PLAN () Child Review () C	Nu rocus parta da se	
Person Name KENNIE SANDS Person Involvements (*) (*) (*)	File Actions Goto Help	
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