

NEBRASKA

Good Life. Great Mission.

DEPT. OF HEALTH AND HUMAN SERVICES

DHHS NFOCUS ACCESS REQUEST CHECKLIST & Site Security Request Form

User Guide for Supervisors and Security Administrators

Helping People Live Better Lives

APPENDIX

1. Supervisor Guide

- Accessing Supervisor Checklist
- NFOCUS Internal Staff Checklist
- Filling out the Checklist
- Selecting the accurate access
- Updating the checklist
- Submitting the checklist

2. Security Administrator Guide

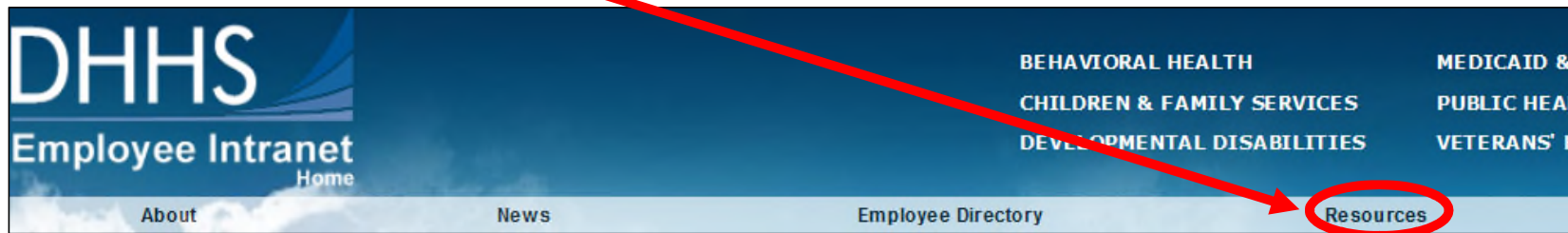
- Receiving the Request
- Creating the Request
- Last steps to creating and submitting the Request

Supervisor Guide

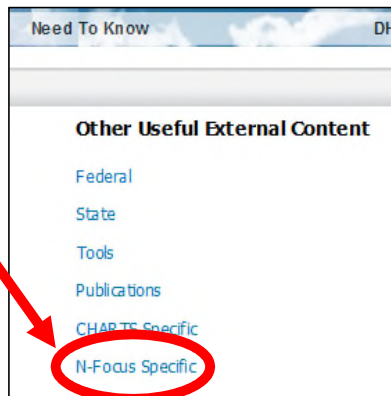
Sending a Request for NFOCUS access for a user to the Security Administrator

Accessing Supervisor Checklist

1. On the DHHS Intranet go to the Resources



2. Under Resources select N-FOCUS Specific



3. Select the "N-FOCUS Access Request Checklist" that pertains to your Division. *The checklist users are defined on the next slide.*

N-FOCUS

- [N-FOCUS Demonstrations](#)
- [N-FOCUS Eligibility Inquiry](#)
- [N-FOCUS Release Notes](#)
- [NReports](#)
- [N-FOCUS SVES Interface](#)
- [NFOCUS Internal Staff Access Checklist \(Division-Wide\)](#)
- [NFOCUS Internal Staff Access Checklist \(Foster Care\)](#)
- [NFOCUS Internal Staff Access Checklist \(Economic Assistance\)](#)
- [NFOCUS Internal Staff Access Checklist \(Financial Services\)](#)
- [NFOCUS Access Request Checklist Training](#)
- [Supervisor Guide to NFOCUS Role Based Access](#)

NFOCUS Internal Staff Checklist

- There are 4 separate checklist that can be used by the supervisor to request NFOCUS access. However, the checklist that is relevant to the users division and program area should be the only one used.
 - NFOCUS Internal Staff Access Checklist (Division-Wide): This checklist is to be used for users working in Child Protection and Safety (Including the YRTC's), Development Disabilities, Public Health, Human Resources, and MLTC.
 - NFOCUS Internal Staff Access Checklist (Foster Care): This checklist is to be used for Resource Developers working on Foster Care cases and their support staff, as well as, Income Maintenance Workers.
 - NFOCUS Internal Staff Access Checklist (Economic Assistance): This checklist is to be used for users determining eligibility for EA programs and Program Managing Staff. Child Support enforcement staff would also request access via this checklist.
 - NFOCUS Internal Staff Access Checklist (Financial Services): This checklist should only be used for users in Financial Services

Filling out the Checklist (All checklists should be completed by the Supervisor not the Security Administrator)

- Fill out (All documents are PDF fillable):
 - Date Checklist Submitted
 - This is the date you submit the request to your Security Administrator
 - User Name
 - User NIS ID
 - User Job Category
 - This should coincide with the Job Category access level selected
 - Access Start Date
 - This is date the individual will need access.
 - Supervisor Name

DHHS Internal Staff

N-FOCUS Access Request Checklist – Division-Wide

Instructions:

Complete and sign the DHHS Internal Staff N-FOCUS Access Request Checklist and give it to your local Security Administrator. Security Administrators are not permitted to complete the form for you and are instructed to forward any incomplete or unsigned requests back to the requesting supervisor.

This Checklist will be used to assign the appropriate level of security based on job category and assigned duties. The form is designed to handle standard job classifications and is separated by general tasks performed. An individual may only be assigned to **ONE** job category and the job category selected should be in the users relevant Program Area. If the individual performs a job activity not listed on the checklist it may be located on the Economic Assistance, Foster Care, or Financial Services checklist, if not located on any checklist enter a description in the job activity field in the Additional Comments section. N-FOCUS security staff will determine the appropriate security role based on the description you provide. A complete set of instructions for completing the checklist can be found on the N-FOCUS Specific Useful Links Web Page.

Date Checklist Submitted: _____

User Name: _____

User NIS ID: _____

User Job Category: _____

Access Start Date: _____

Supervisor Name: _____

Selecting the accurate access:

Program Area	Job Category	Job Activity	Yes X
Children and Family Services	Support Staff/Administrators	need only inquiry into Child Welfare, Adult Protective Services and Juvenile Services intake and case information	
	CFS Specialists and Hotline Staff	enter/register Child or Adult Abuse/Neglect reports - Intake	
	CFS Specialists	assess Child Abuse/Neglect reports and provide CFS case management services - Ongoing	
		provide oversight, monitoring and approval of specific tasks assigned to the Lead Contractor Case Managers	
	CFS Supervisors	supervise Child and Family Services Specialists	
	APS Specialists	Adult Abuse/Neglect reports and provide APS case management services - Ongoing	
	APS Supervisors	supervise APSD Specialists	✘
Hotline Staff and other staff entering Abuse/Neglect reports	work on the Hotline		

1. Check that the Program Area or Division/Section/Sub-Section are accurate.

2. Check the yes column for the accurate job category/job activity - check yes to only one job category*

Division	Section	Sub-Section	Job Category	Job Activity	YES (X)
Operations	Financial Services	Financial & Program Analysis Unit	Program Analyst	<ul style="list-style-type: none"> Needs inquiry access into NFOCUS <ul style="list-style-type: none"> General inquiry into the system Inquiry to DD related Ability to Pay information Ability to view State Verification & Exchange System Ability to search vital statistics (birth, death, marriage and divorce) <i>*APS/CPS inquiry must be specifically requested in additional comment area</i>	✘
			Accountant I/II	<ul style="list-style-type: none"> Needs inquiry access to Financial information in NFOCUS for garnishments and leans Ability to create direct deposit records in NFOCUS 	
	Accounting Unit	Accounting Clerk I/II	<ul style="list-style-type: none"> Needs inquiry access to Financial information in NFOCUS (Payment and receipt side) <i>* Ability to create Direct Deposit records must be specifically requested in additional comment area</i>		

*If the Job Category is not on the checklist under the proper division or Program Area or if there is a need to check multiple categories see next slide.

Selecting the accurate access

- If the Job Category is not under the relevant Sub-Section or access outside what should be standard is needed:
 - Fill in “the Additional comments” box at the end of the document

- Job Category is not under subsection:

Additional Comments	Job Category not listed: Individual is a Deputy Director needs inquiry access to Child and Adult Protection Services registry.
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- Access outside standard needed.:

Additional Comments	Individual needs access to the DMV and the additional detail button in NFOCUS.
----------------------------	--

- **Only check yes to one job category**, if additional access is needed it should be identified in the “Additional comments” box.

Updating the Checklist


- All updates to the checklist should be communicated to Internal Audit
 - Updates include:
 - Changes in Job Categories
 - Changes in Job Activities for relevant Job Categories
 - (Example: more access needed due to change in job duties for a job category)
 - Creation of new Job Category
 - All updated checklists will be uploaded to the NFOCUS specific links webpage. Please go to this link prior to filling out a checklist to ensure you are using the most updated checklist.
 - Internal Audit will work with the relevant contacts to update the checklists when needed changes are identified.

Submitting the Checklist

- Once the checklist has been completely filled out:
 - The supervisor should sign and date the checklist
 - Printout

Supervisor Signature: <u>Mary Smith</u> <u>xx/xx/xxxx</u>
Annual Review Date(s): _____

- Electronic – Fillable PDF

Supervisor Signature:  Rachel Woita	<small>Digitally signed by: Rachel Woita DN: CN = Rachel Woita email = rachel.woita@nebraska.gov C = US O = NEDHHS OU = Internal Audit Section Date: 2015.11.02 16:55:25 -0600</small>
Annual Review Date(s): _____	

- Once the checklist is signed and dated, the supervisor should make a copy to submit to the Security Administrator and retain the original for the employee's records.
- On an Annual basis the supervisor should review their copies of checklists for accuracy:
 - Is the current access still applicable?
 - If the access is still accurate, the supervisor should indicate the date review was completed on the original checklist.
 - If a change is needed, the supervisor should resubmit a new checklist with the accurate access needed.

Security Administrator Guide

Requesting NFOCUS access for user from the Help Desk

Receiving the request

- The User's Supervisor should provide a copy of the N-FOCUS Access Request Checklist for the user
 - Check the following: *(if not completed send back to the supervisor to complete)*
 - The checklist is completely filled out
 - The checklist is signed by the supervisor and dated
- The Security Administrator should go to this link:
 - <https://istweb.hhss.local/secadmin/adduser.aspx>

Department of Health and Human Services
Site Security Request Form

Home Add User Edit User Move User Delete User Help

ADD USER

Employee Information:

First Name: Preferred Name: Middle Init: Last Name:

Phone Number: Extension: NFOCUS Position Number:

C1 Id: Supervisor:

Emp. Title:

Non DHHS Employee? [What is a Non DHHS Employee?](#)

Creating the Request

1. Fill out the relevant information:

New User

ADD USER

Employee Information:

First Name: Preferred Name: Middle Init: Last Name:

Phone Number: Extension: NFOCUS Position Number:

C1 Id: Supervisor:

Emp. Title:

Non DHHS Employee? [What is a Non DHHS Employee?](#)

Office: PO Box:

Address: City:

Building: State:

Floor: Zip:

Desc:

If the office is not listed in the Office dropdown menu please detail address data in the comments area below.

External User Sponsor Information

If NFOCUS access is needed, please enter the sponsoring division information

Division: Unit:

Section: Team:

LAN Access:

Date of Hire:

Requester:

Edit User

EDIT USER

Employee Info

Account to Edit: [Search Help](#)

User Name: Rachel Woita
Address: 301 Centennial Mall South - Lincoln
Phone: (402)471-8545
Supervisor: Gareth Buller

Account Change

2. Select the NFOCUS Tab and expand DHHS Internal Staff to see the various divisions:

NFOCUS CHARTS C1 Drives Applications Portal OnBase Citrix NDEN

Check the one checkbox that matches the Job Category from the Access Request Checklist

DHHS Internal Staff

Children and Family Services	<input type="checkbox"/>
Operations	<input type="checkbox"/>
Quality Control/Program Case Review Public Health	<input type="checkbox"/>
Developmental Disabilities Area Central Office	<input type="checkbox"/>
Developmental Disabilities Area Field Staff	<input type="checkbox"/>
Youth Rehabilitation and Treatment Centers	<input type="checkbox"/>
Public Health Licensure & Investigation	<input type="checkbox"/>
Human Resources	<input type="checkbox"/>
MLTC	<input type="checkbox"/>
MLTC Claims	<input type="checkbox"/>

3. Select the correct Division or Area.

The next couple of slides break down which checklist corresponds with the expanded areas and checkboxes.

- Children and Family Services** ☒
- Support Staff/Administrators
 - CFS Specialists and Hotline Staff
 - CFS Specialists
 - CFS Supervisors
 - APS Specialists
 - APS Supervisors
 - Hotline Staff and other staff entering Abuse/Neglect reports

Economic and Family Support ☒

- Deputy Director
- Field Operations** ☒
- Service Delivery Administrator I
 - Service Delivery Administrator II
 - Social Service Supervisor
 - Social Service Unit Manager
 - Social Service Lead Worker
 - Social Service Worker
 - Social Service Trainee
 - Case Aide
 - Staff Assistant I
 - Staff Assistant II
 - Community Support Specialist

Child Support Enforcement (CSE) ☒

- Administrator I
- CSE Worker/Supervisor
- CSE Operations Specialist
- Program Specialist
- CSE Financial Manager
- Accountant II
- Staff Assistant I/Case Aide
- CHARTS - Help desk Individuals

EA Policy Unit ☒

- Administrator II
- Administrator I
- Program Manager II
- Program Coordinator
- Program Specialist
- Staff Assistant II
- Office Clerk
- Secretary II
- Case Aide
- Social Service Worker
- MHCP Social Service Worker
- Resource Development Supervisor
- Resource Development Worker
- Program Accuracy Specialist
- Employment Specialist
- Accountant
- Accounting Clerk
- Administrative Assistant

These checkboxes correspond with the NFOCUS Internal Staff Access Checklist (Division-Wide)

These checkboxes correspond with the NFOCUS Internal Staff Access Checklist (Economic Assistance)

These checkboxes correspond with the NFOCUS Internal Staff Access Checklist (Foster Care)

Child Protection and Safety ☒

- Administrator II
- Administrative Assistant
- Staff Assistant III

IMFC, FC, RD, Audits Billing and Payment ☒

Contract Management ☒

Foster Care Licensing ☒

Foster Care Income Maintenance (IMFC) ☒

Operations ▾

Administrative Assistant

Claims Processing & Electronic Benefits Transfer Unit ▾

- Accounting & Finance Manager
- Accountant III
- Accountant I & Fiscal Compliance Analyst
- Accounting Clerk III
- Temp SOS
- Accounting Clerk III

These checkboxes correspond with the NFOCUS Internal Staff Access Checklist (Financial Services)

Financial & Program Analysis Unit ▾

Program Analyst

Accounting Unit ▾

- Accountant III
- Accounting Clerk III

Medicaid Audit & Finance Program Support (MFPS) Unit ▾

- Administrator I
- Financial Responsibility - Trust Officer Supervisor
- Financial Responsibility - Accountant II
- MFPS - Accountant I
- MFPS - Accounting Clerk III

Quality Control/Program Case Review Public Health ☒

- Quality Control Specialist

Developmental Disabilities Area Central Office ☒

- DD Administrative Assistant
- DD Staff Assistant II
- DD Resource Developer
- DD Disability Services Specialists
- DD Surveyors
- DD Program Specialist
- DD Psychologist/Licensed
- DD Human Services Treatment Specialist
- DD Community Liason
- DD Program Manager - Surveyor Supervisor
- DD Program Manager - Technical Assistance
- DD Waiver Manager
- DD Deputy Administrator
- DD Administrator
- DD Division Director
- DD Contract Manager

Developmental Disabilities Area Field Staff ☒

- DD Case Aide - Field Staff
- DD Office Clerk III/Case Aide Field Staff
- DD Secretary II - Field Staff
- DD Staff Assistant II - Field Staff
- DD Resource Developer
- DD Service Coordinator (Including BSDC) - Field Staff
- DD Service Coordination Supervisor - Field Staff
- DD Service Coordination Administrator - Field Staff
- DD Deputy Administrator - Field Staff

Youth Rehabilitation and Treatment Centers ☒

- YRTC Staff
- YRTCRC Case Aide
- YRTC Case Manager
- YRTC Administrator/Case Manager Supervisor

These checkboxes correspond with the NFOCUS Internal Staff Access Checklist (Division-Wide)

Public Health Licensure & Investigation ☒

- Fraud Investigator
- Child Care Staff Assistant
- Child Care Inspection Specialist/Supervisor
- Child Welfare License Issuance
- Behavioral Health & DD Facilities & Service Surveyors
- Long-Term Care Facilities Surveyor
- Health Facility Intake Specialist
- Health Facility Intake Specialist Administrative support

Human Resources ☒

- HR Officers

MLTC ☒

- Case Manager/Case Aid-Intake staff who need to enter data in the Expert System
- Community Support Specialist
- Lead Worker
- Payment Accuracy Specialist
- Supervisor
- Provider Fraud Investigations

MLTC Claims ☒

- Claims Institutional
- Claims Professional
- Customer Services
- Claims Data Entry/Screening

Last steps to creating and submitting the Request

Security Administrator Comments:

4. Go to the Security Administrator Comments and input anything the supervisor has written in the additional comments section from the filled out checklist.

Attachment:

Attach a file to the ticket: Browse...

Reset Submit

5. Upload a scanned or digital copy of the user's NFOCUS Internal Access Checklist – this is to maintain a copy on the helpdesk portal

6. Click Submit

This completes your training of the NFOCUS Access Request Checklist and the Site Security Request Form-NFOCUS tab.

Any questions about the training, the format changes, or the checklist's can be directed to Garet Buller or Rachel Woita in DHHS Internal Audit.