
N-FOCUS Major Release

Economic Assistance

April 16, 2023

A Major Release of the N-FOCUS system is being implemented on April 16, 2023. 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.

Foster Care Review Board: N-Focus users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.

Children and Family Services: N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. This will be noted when the information is specific to only one of these areas.

Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, FSP, CC, FW, IL, MED, and Retro MED should read this section.

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General Interest and Mainframe Topics

On Call Hours for N-FOCUS Production Support 402-326-1279 (Update)

The following are additional hours that have been added to the N-FOCUS Production Support normal hours of 7:00 AM until 6:00 PM:

- Weekdays 6:00 PM CT until 9:00 PM CT
- Saturday 8:00 AM CT until 5:00 PM CT
- Sunday 8:00 AM CT until 5:00 PM CT
- Holidays 8:00 AM CT until 5:00 PM CT

Phone Number 402-326-1279 this is the Cell number to call during the on call hours.

Voice Messages

When you call, leave a voice message, or send an e-mail, please provide the following information:

- BF number if you are not using a laptop
- RA number
- Citrix if you have opened Citrix and then N-FOCUS
- N-FOCUS User ID
- MC Number
- Issue

If you are working before we start for the day and get an error, you can send an E-Mail to DHHS.NFOCUSProductionSupport@nebraska.gov. We will be checking the mailbox.

Staff Meeting

N-FOCUS Production Support Team is in staff meeting every Tuesday and Thursday from 9:00 AM until 10:00 AM – you can leave a voice mail during this time.

Electronic Application Uploads (Update)

The frequency for electronic application uploads to N-FOCUS is updating from every 15 minutes to every 5 minutes. This means that the backend server that holds electronic applications will “refresh” every 5 minutes to upload these applications to N-FOCUS. This will allow users to find, and view submitted electronic applications in shorter time.

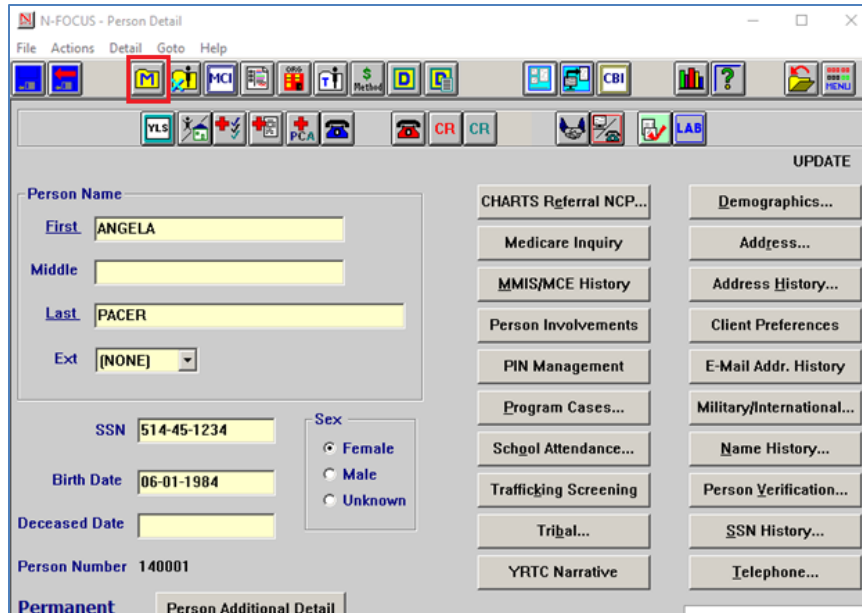
Person Search (Fix)

When creating a case or adding a new person, the Interim SSN button will no longer remain enabled once an SSN or partial SSN is entered in the data field. Workers will need to remove the incorrect SSN data and tab off the field to enable the Interim SSN button again.

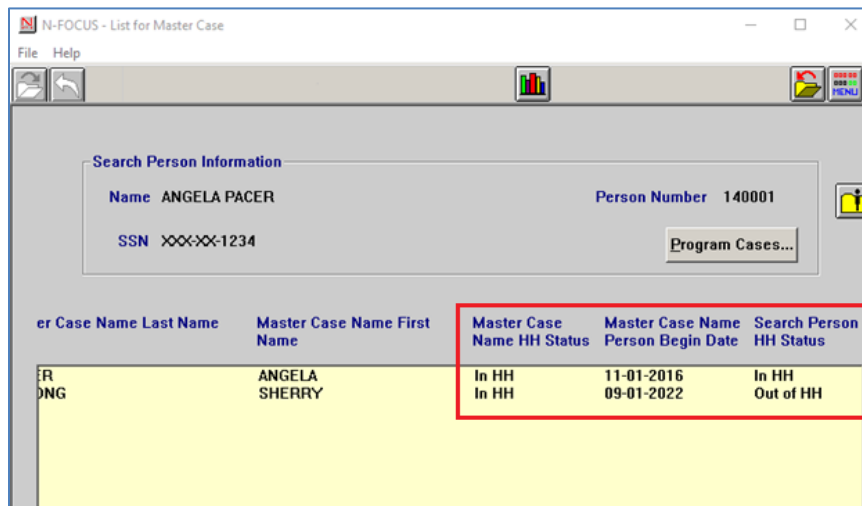
Household Status on List Master Case (Update)

The List Master Case window will now display information regarding multiple Master Cases that a person is involved with. Household Status along with the Master Case Begin Date has been added.

To access this window, navigate to the Person Detail and select the Master Case Icon.



Result: The List for Master Case window will display indicating the Master Case Name Household Status, the Master Case Name Person Begin Date and the Search Person Household Status.



Child Care Authorizations Partial Day (New)

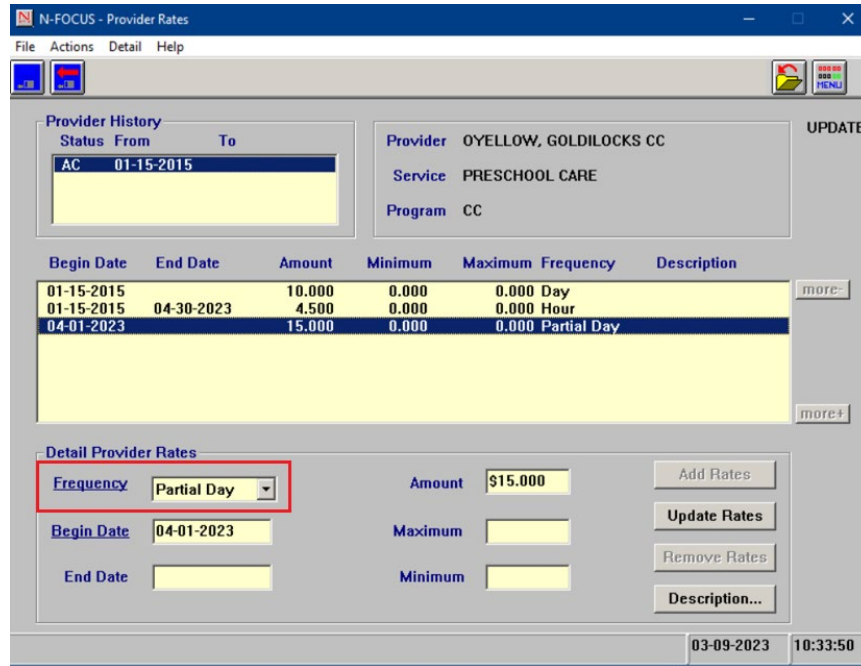
Child Care will be discontinuing the use of hours for billing and will start using Partial day.

Note: The Partial Day option is available on the Provider Rates window, Frequency field drop down option.

Resource Development workers will be directed by policy when to update the provider units and rates.

Note: If the update is not made, the information will not display on the authorization for worker to add the partial day units.

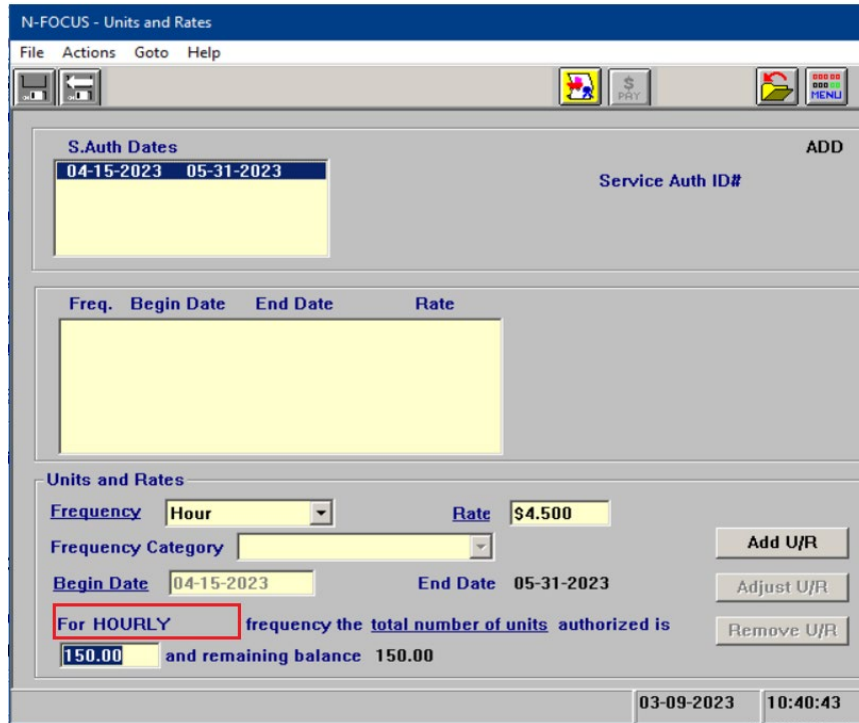
- Partial day will only be used for infant/toddler/preschool/school age.
- This will not be used for In Home care.
- Hours will need to be end dated to stop hours from showing on newly created authorizations created after the end date of hours.



In order for partial day to appear on authorizations, after the Frequency is updated on the provider window, a new authorization has to be created.

- Partial day cannot be added to an existing authorization.
- If Partial Day is not an option when creating a new authorization, review the provider to ensure the Partial Day option was selected.
 - Partial Day Rates will not display on the authorization until it has been set on the Provider Rates window.

Note: If a worker adds hours to a new authorization, before the Frequency of Hours are ended, the Frequency category will be disabled. Workers would then need to use the calculation chart on the Child Care Job Aid in order to determine the amount and add it to the Units and Rates.



The following options will be available in the Frequency dropdown after the April Release:

- Full Time
- Part Time
- Full Time in Home
- Part Time in Home

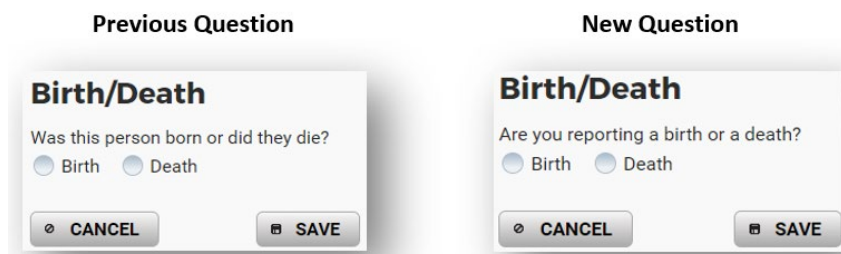
Note: The calculation of School age has been discontinued.

ACCESSNebraska

Change Report – Birth/Death (Update)

The Birth/Death windows in the Change Report section have some verbiage updates and a new field was added.

1. The verbiage was updated on the first question asked:



2. Subsections in the Birth window were updated, and a new field was added to allow users to report information on both biological parents. The previous window only allowed for reporting on who was born and the Mother's name. The updated window has subsections for Child born, Parent 1 (e.g., Mother) and Parent 2 (e.g., biological Father) information:

Previous Window

Birth/Death

Was this person born or did they die?

Birth Death

Who was born?

First Name Middle Name Last Name Extension

Date person was born Sex Male Female

Mother's name

First Name Middle Name Last Name Extension

New Window

Birth/Death

Are you reporting a birth or a death?

Birth Death

Child

Child's Name

First Name Middle Name Last Name Extension

Date of Birth Sex Male Female

Parent 1

Parent 1's Name

First Name Middle Name Last Name Extension

Parent 2

What is the status of parent 2 ←

<< select >>
 Lives in the home
 Lives outside the home
 Parent 2 is Unknown

To submit the report of a birth, it remains mandatory for the user to enter Child's Name and their date of birth, Parent 1's Name and Hospital name. With the addition of the Parent 2 field, there are new mandatory requirements:

- a. The user must select one of the three statuses for Parent 2 (shown above).
- b. If the user selects "Lives in the home," it is required to enter the First Name and Last Name. There are new optional fields for Date of Birth and Phone Number:

Parent 2

What is the status of parent 2
 Lives in the home ▾

Parent 2's Name

First Name Middle Name Last Name Extension << select >> ▾

Date of Birth Phone Number

- c. If the user selects “Lives outside the home,” it is required to enter the First Name and Last Name. There are optional fields of Date of Birth, Phone Number, and Address:

Parent 2

What is the status of parent 2
 Lives outside the home ▾

Parent 2's Name

First Name Middle Name Last Name Extension << select >> ▾

Date of Birth Phone Number

Address Line 1

Address Line 2

Address Line 3

City State << select >> ▾ Zip Code

- d. If the user selects “Parent 2 is Unknown,” there are no additional requirements or subsequent fields.
3. The verbiage on the Death window was updated:

Previous Window

Birth/Death

Was this person born or did they die?

Birth Death

Who died?

First Name	Middle Name	Last Name	Extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<< select >>

Date person died

New Window

Birth/Death

Are you reporting a birth or a death?

Birth Death

Deceased's Name

First Name	Middle Name	Last Name	Extension
<input type="text"/>	<input type="text"/>	<input type="text"/>	<< select >>

Date of Death

Electronic Application – External Call Center (Update)

The option of “External Call Center” was added under “Who is completing the application?” This will be used by external staff who are completing phone applications for clients. Previously, there were checkboxes allowing users to select multiple options. Now, there are radio buttons allowing users to select a single option:

Who is completing the application?

- I am the applicant.
- I am a Guardian/Conservator for the applicant.
- I am a Power of Attorney for the applicant.
- I am the Authorized Representative for the applicant's Supplemental Nutrition Assistance Program.
- I am a person authorized to act on behalf of the applicant.
- I am a relative of the applicant.
- Contracted Medicaid Provider
- External Call Center

Sign by typing your name below (this is your electronic signature).

Correspondence

Verification Requests (Update)

Verification Requests generated in Expert System will now retain the format for comments entered by creator whether typed manually or pasted in.

Remove ADC Wording from Failure to Provide (Update)

With this release, we have removed ADC wording from failure to provide/failure to appear denial notices. They will no longer contain the following wording:

“If you take the required action to complete the application process on or before Day 30 after your ADC application received date, ADC eligibility is determined from the application received date. If you take the required action from Day 31 through Day 60 after your ADC application received date, ADC eligibility is determined from the date sufficient information has been received. If DHHS does not receive sufficient information to determine eligibility by Day 60 after your application received date, a new ADC application must be submitted.”

SNAP Notices (Update)

The following wording has been added to all SNAP notices:

If you are looking for help with finding a job or gaining life skills, SNAP can help. SNAP has the Next Step Employment and Training (E&T) program for clients actively receiving SNAP. To apply, email dhhs.snapnextstepEandT@nebraska.gov. Services offered can include Job Search Training, Supervised Job Search, Job Retention, Basic Education, Vocational Training, or On-The-Job Training. Additional programs are offered by the local Department of Labor (DOL) office, and you may contact your local DOL office for more about those services. For additional information on DOL please visit <https://networks.nebraska.gov/>.

Expert System

Obsolete MED CAT Codes in ADC/TMA-G Budgeting (Fix)

Logic updates have been made to correct issues that were causing case errors when a budget was being run on an ADC program case which failed to TMA-G.

Case errors were occurring when the logic was trying to find old Medicaid codes which no longer exist, but the logic was still looking for specific coding. When it was not able to find the referenced values, the case errors would occur.

The coding for TMA-G logic has been updated to prevent the error from occurring.

LIHWAP Rate Reduction Benefit Summary – Update to Mainframe (GEN) version:

Logic to add LIHWAP Rate Reduction functionality to NFOCUS was made in March., This change included adding a third question to the LIHEAP budgeting process when a water type budget was being run. An answer of ‘Y’ to the new question would identify that budget and resulting payment as being a Rate Reduction instance.

Logic to update the Mainframe (GEN) version of the benefit summary to display the new Rate Reduction question response was not able to be completed with the March release. Logic has been updated with this release to now display the Rate Reduction question response (Water utilities current?)

LIHEAP WATER Non Financial Case Detail for 09/2022

Name	DOB	Role	FR Rsn	Status	Stat Rsn
COQUE	CARL	01-02-1950	Particip	AC	

Caseworker Name: GORDON SHUMWAY
 Created Date: 03-07-2023
 Created By: SYSTEMTEST, SINGLE ACCESS WKR

Water Utility Status Questions

Water Utilities current?	Y
Water Utilities shut off?	N
Water Utilities past due?	N

OK

Note: Any LIHWAP budgets which were authorized prior to the March Release occurred, when the Rate Reduction question was first implemented in NFOCUS budgeting, will display the “Water utilities current?” line in the LIHEAP Water Non-Financial Case Details under the benefit summary in the Mainframe (GEN) view, but will not show a ‘Y’ or ‘N’ response due to that response not having been available to be made prior to the implementation of the question in the Expert System budgeting process until the March 2023 release. The screenshot below shows what this situation will look like.

LIHEAP WATER Non Financial Case Detail for 02/2022

Name	DOB	Role	FR Rsn	Status	Stat Rsn
COQUE	CARL	01-02-1950	Particip	AC	

Caseworker Name: GORDON SHUMWAY
 Authorized Date: 02-25-2022
 Authorized By: SHUMWAY, GORDON

Water Utility Status Questions

Water Utilities current?	
Water Utilities shut off?	Y
Water Utilities past due?	N

OK

For budgets that were run after the March 2023 Interim Release, but prior to the April 2023 Release, the Mainframe (GEN) summary was originally only showing 2 questions and responses, even though

there were 3 questions asked in the budgeting process. This release will now show all 3 in the Mainframe (GEN) summary details for those budgets (as appears in the first screenshot above).

NFOCUS Tips

Selecting Training Dates Schedule

A training class cannot be scheduled on dates that span the weekend of a Major Release. The following dates are the scheduled times for the 2023 Major Releases:

- 4-16-2023
- 8-13-2023
- 12-10-2023

ADD Image when N-FOCUS is open through CITRIX

In order to add Images to Document imaging on Citrix, you will need to do the following:

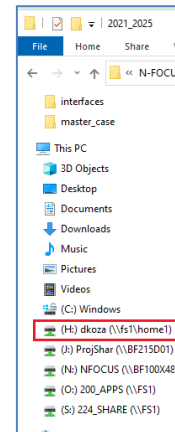
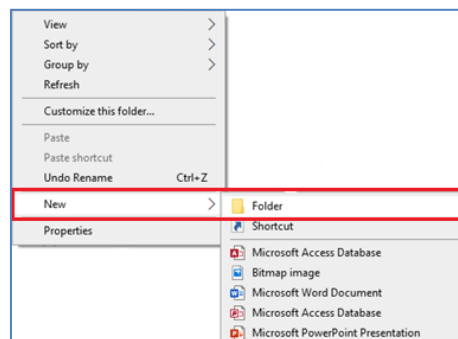
1. The images must be saved to your H: drive.
2. The images can then be selected with Browse inside N-FOCUS to add to Document Imaging.

To save an image to your H: drive, please click on the folder icon on the bottom of your computer in the task bar shown below.



In the window that opens, left click on the H: drive on the left part of the window shown below.

After opening the H: drive, you can right click, on the right side of your window, to create a new folder in your H: drive for Documents to be added. Follow the screen shot below to add a new folder.



Document Imaging Error Message

Document Imaging (DI) is connected to the LAN password, not the N-FOCUS password. When LAN passwords are updated/changed, the following error message will occur if the new password is not connected to Document Imaging:

An error occurred retrieving FileDirector index information.

After updating/changing the LAN password, logoff/back onto the LAN to get the password to connect to DI.

Duplicate Persons

If there is an alert regarding a possible duplicate person and research is needed, please contact Production and Support for assistance. We set this alert because we could not determine if this was a duplicate person or not. We need assistance from the worker to resolve the issue.

Each person on N-FOCUS is assigned a unique number. The same person should **never** be in N-FOCUS twice. If a duplicate is created, resolve by completing each of the following steps:

Call P&S to assist if you are not able to complete each step in the resolution process.

- Duplicate person is removed from the Household list
- Duplicate person is removed from all active programs; administrative roles and participation are closed
- Duplicate person is discontinued with the permanent person number

Before adding a new person to a Master Case, look in the household status icon (yellow HH folder) from the Detail Master case window. This provides a list of all household members still in the household and those removed. Many duplicates are created when the person is already in the Master Case and listed as out of the household.



Missing N Drive

If you log on to N-FOCUS and it gives an error – N Drive is missing, do the following:

- Go to the Start Menu
- Run the Map Network Drives

Error Cases

Error Cases that have not been reset during the day will be overridden at night so they would be ready to be worked the next day.

Locked out of Lan or Outlook

If you get locked out of LAN or Outlook, use password station.

<https://passman-dhhs.ne.gov/AIMS/PS/>