
N-FOCUS Major Release

MLTC

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.

er Case Name Last Name	Master Case Name First Name	Master Case Name HH Status	Master Case Name Person Begin Date	Search Person HH Status
ANG	ANGELA	In HH	11-01-2016	In HH
NG	SHERRY	In HH	09-01-2022	Out of HH

Benefit Summary

Updates were made to compare income to current data from the HUB. If data is received from the HUB that is not considered current, the Income Compatibility Test will fail and "IRS Data Not Received" will be displayed.

Current data from HUB means tax return data from the current tax year OR up to two years prior to the current tax year.

*The current tax year is the previous calendar year.

The screenshot shows a window titled "N-FOCUS - Benefit Summary" with a "Begin Date: 02-2023". The window is divided into two main sections. The left section lists financial data for "FRAISER ALOHI":

Unearned Income	0.00
Earned Income	0.00
Gross Income	0.00
MAGI Allowable Deductions	0.00
Total Income Before Disreg	0.00
5% FPL Disregard	0.00
Resource Test:	Exempt
Income Test:	Pass
Income Compatibility Test:	Fail
*IRS Data Not Received *	
Income Verification Test:	Pass

The right section shows additional information:

Unit Size	3
Net Countable Income	0.00
Medical Income Level	1202.00
Creation Date	02-28-2023

At the bottom right, there is a note: "*This information may contain Federal Tax information (FTI)". Buttons for "OK" and "Help" are at the bottom center, and "N-FOCUS - Test Date" is at the bottom right.

SSA LIS Application (Change)

The SSA LIS application has been upgraded. It will now be viewable via a PDF. The Application HELP button has been removed.

The screenshot shows a "Document Viewer" window for "NEBRASKA N-FOCUS SSA Low Income Subsidy Application". The application number is 38043824. The document is titled "SSA Low Income Subsidy Application".

Application Information

Application Request Date:	02/04/2012
Application Received Date:	01/12/2023
Subsidy Approval:	Denial
Subsidy Approval/Disapproval Date:	03/12/2012
Subsidy Effective Date:	04/01/2012
Subsidy Denial Reason:	Income

Applicant Information

Applicant	First Name	Middle Name	Last Name	Ext.	Sex	DOB	Date of Birth	SSA/RBB Claim Number
Applicant	BESSAUS	VOSALIS	PODF		Male	4/7-58-8464	04/08-1947	5108521217

Earned Income

Applicant's Expected Wages This Calendar Year (Before Deductions)	\$25,195.00
Spouse's Expected Wages This Calendar Year (Before Deductions)	\$0.00

Self-Employment Income

Applicant's Expected Net Earnings from Self-Employment This Calendar Year	\$25,974.00
Spouse's Expected Net Earnings from Self-Employment This Calendar Year	\$0.00
Applicant's Expected Net Losses from Self-Employment This Calendar Year	\$0.00
Spouse's Expected Net Losses from Self-Employment This Calendar Year	\$0.00

Unearned Income

Social Security	\$0.00
Railroad Retirement	\$0.00
Veterans Benefits	\$0.00
Pensions or Annuities	\$0.00
Other Unearned Income	\$0.00

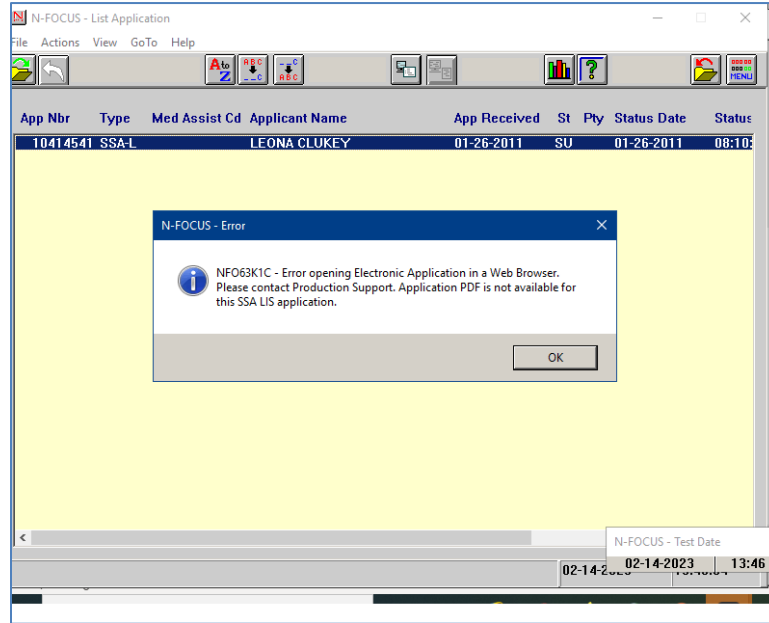
Resources

Bank Accounts	\$0.00
Stocks, Bonds, Mutual Funds, IRAs or Other Similar Investments	\$0.00
Cash	\$0.00
Real Estate other than Home	\$0.00
Reduced Resource Total due to Burial Expenses (Applicant)	\$0.00
Reduced Resource Total due to Burial Expenses (Spouse)	\$0.00
Applicant Reported Resource Level Over LIS Guidelines	No

On the right side, there is a "Document Viewer" window showing a table of interview notes:

Int	Date/Time	Section	Note
D552914	02-23-2023 09:43:57 AM	APPLICAT	My new address is 123 Testing Street, Lincoln, NE 68527

Note: With this upgrade approximately 32,000 PDFs will be created for existing SSA/LIS applications. A job will be running which creates 500 PDFs every 15 minutes. This is expected to run from 7:00am Sunday to around 12:00a Monday. During this time, the following message will display:



[NAC Manual Reference \(Update\)](#)

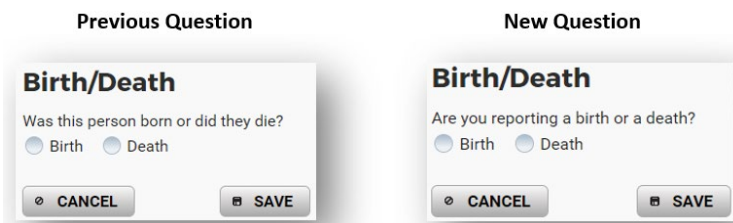
NAC manual references have been updated on notices for Pregnant Women (PW) Med closures and denials.

[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
[] [] [] << select >>

Date person was born Sex
mm-dd-yyyy [] Male Female

Mother's name
First Name Middle Name Last Name Extension
[] [] [] << select >>

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
[] [] [] << select >>

Date of Birth Sex
mm-dd-yyyy [] Male Female


Parent 1

Parent 1's Name
First Name Middle Name Last Name Extension
[] [] [] << select >>

Parent 2

What is the status of parent 2
<< select >>

Options:
<< 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:

- The user must select one of the three statuses for Parent 2 (shown above).
- 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
 mm-dd-yyyy (999)999-9999

- 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
 mm-dd-yyyy (999)999-9999

Address Line 1
 Address Line 2
 Address Line 3

City State Zip Code
 << select >> 99999-9999

- 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
 << select >>

Date person died
 mm-dd-yyyy

New Window

Birth/Death

Are you reporting a birth or a death?
 Birth Death

Deceased's Name
 First Name Middle Name Last Name Extension
 << select >>

Date of Death
 mm-dd-yyyy

Correspondence

Renewal Notice (Update)

Renewal notices will now display only eligible participants in the renewal section of notice. This corrects an issue where participants closed previously for the renewal month or closed at the time of the renewal were showing up on the renewal notices as eligible in the renewal section.

Verification Requests (Fix)

Verification Requests generated in Expert System will now retain the format for comments entered by the creator using the copy/paste function.

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:

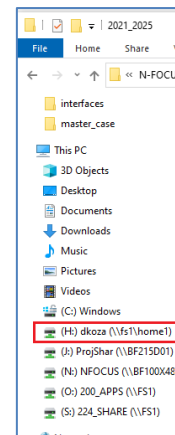
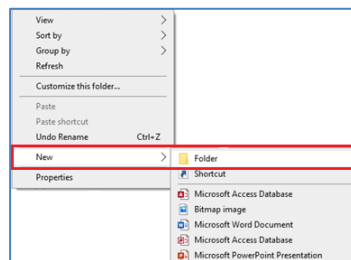
1. The images must be saved to your H: drive.
2. The images can then be selected with Browse inside N-FOCUS to add to Document Imaging.

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/>