N-FOCUS Interim Release Combined EA and MLTC December 13, 2015

An Interim Release of the N-FOCUS system is being implemented December 13, 2015. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

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

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

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

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

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General Interest and Mainframe

EA & MLTC – Service Authorization Travel Time and Overtime Payment (New)

Any Provider that is eligible to Provide one or more of the following Services will now be eligible to receive payment for Travel Time and Overtime:

- Child Care
- AD
- PAS
- SSAD

EA, MLTC & CFS – CHARTS Referrals (Change)

Prior to this release, workers could not send a new CHARTS Referral if the Child Support Enforcement Case was due to Close. This has been changed.

CHARTS closes a CSE case if the wrong Non-Custodial Parent (NCP) is listed, or if they have determined the current NCP is not the father by genetic testing. To enable workers to send a new CHARTS Referral on a CSE Case that is due to close, we will now allow the referral to go through if the CSE Case has any Status Reason for the Close.

EA & MLTC - Service Authorization Travel Time and Overtime (Tip)

Some In-Home providers of Child Care, AD Waiver, PASS and SSAD providers may be eligible for travel time and/or overtime payment. Approval for payment will be done by Central Office staff after reviewing the Claim submitted by the provider.

When the provider is eligible for payment, the Service Authorization will be created by other Central Office staff. SSWs will not be able to create these authorizations.

Alerts

EA – Alert #245 Veteran Information (Change)

This alert will no longer be generated when the Case Person is only in LIHEAP or SNAP with a Reporting Category of SR or TBR.

Correspondence

MLTC - Earned Income Verification Request (Fix)

When attempting to create an Earned Income Verification request, the system was sometimes creating the Economic Assistance version rather than the Medicaid version. This has been corrected.

MLTC - Verification Request Form Header (Fix)

The Verification Request form was using an obsolete header/footer. It will now use the header/footer specific to Medicaid.

Expert System

MLTC – Tax Household and Budgeting (Change)

N-FOCUS has been using incorrect Tax Household information during budgeting. The following indicates what has been happening:

> When a Tax Household was set up for 2014 and 2015, and a budget for 2016 is run, no 2016 Tax Household was set up. In this situation, N-FOCUS was incorrectly using the 2014 Tax Household information instead of using the 2015 Tax Household information.

Effective with this release, N-FOCUS will be using the correct Tax Household when budgeting MED Budgets.

EA & MLTC - Pregnant Women (Fix)

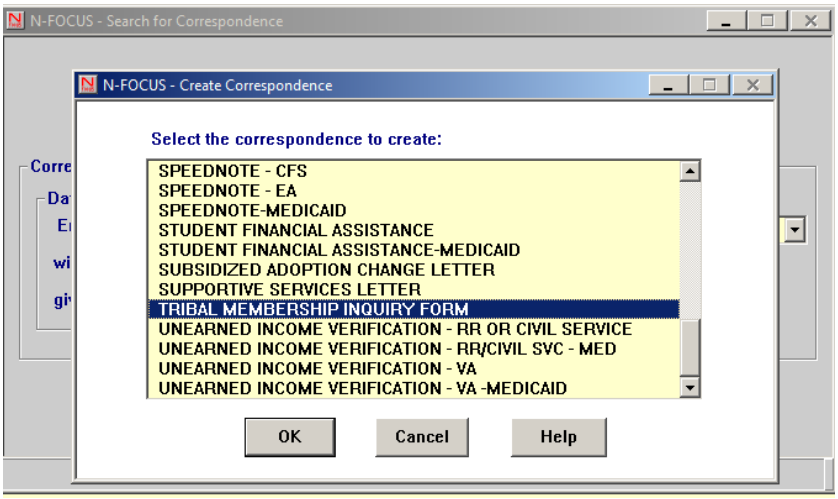
When the user was asked if the participant is a parent/caretaker of a child and the worker appropriately selected "NO", for a pregnant women with no children, they were denied for "Eligibility Requirements Not Met" without being reconfigured into the Pregnant Women (PW) category. This issue has been fixed to reconfigure the pregnant women into the PW category to review eligibility.

Children and Family Services

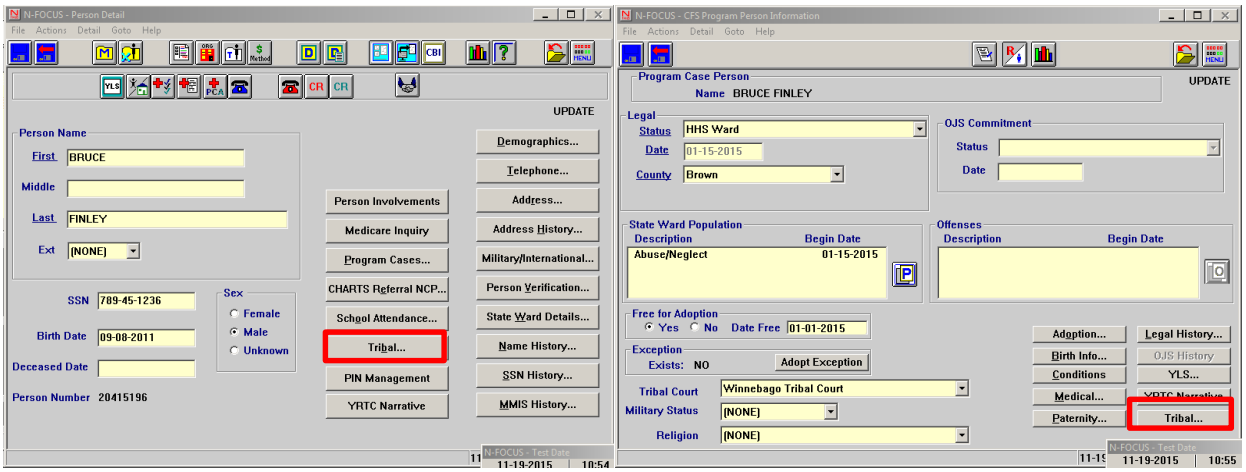
ICWA Redesign (New)

The process for entering information for youth and persons involved with tribes has changed. As of this release, users will be able to add any federally recognized tribe as well as enter information related to the youth's tribal involvement. Previously, the information used to create notice to tribes was not saved and had to be re-entered whenever a user wanted to send a new notice. This information will be saved as well as new windows related to tribal interventions and Expert Witness testimony.

The Tribal Membership Inquiry form used to enter information about a youth's tribal involvement and ancestry will no longer be accessed and information entered from the Create Correspondence function.



As of this release all of the Tribal documentation will be entered and the correspondence printed from the Tribal windows. This will continue to be accessed from the Person Detail window and the CFS Program Person Information window.

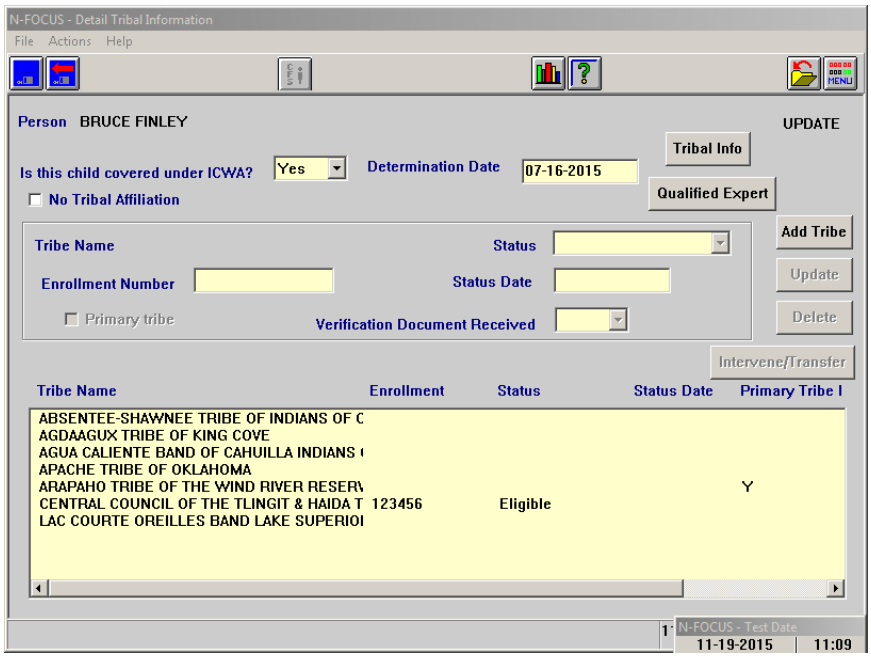


By clicking the Tribal button in either of these windows, the worker will enter the new windows for entering tribal information for the person.

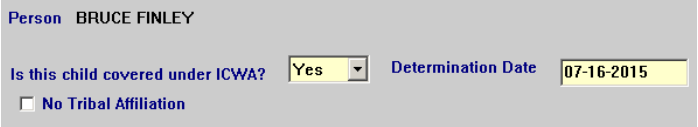
Detail Tribal Information Window (Change)

The Detail Tribal Information window allows the user to enter if the child is covered under ICWA just once (previously this had to be entered for each tribe) and the date that the ICWA determination was made.

The worker can also select that the child has 'No Tribal Affiliation'. This helps account for youth who have no tribal involvement or ancestry in reporting as opposed to a lack of documentation related to tribal involvement.

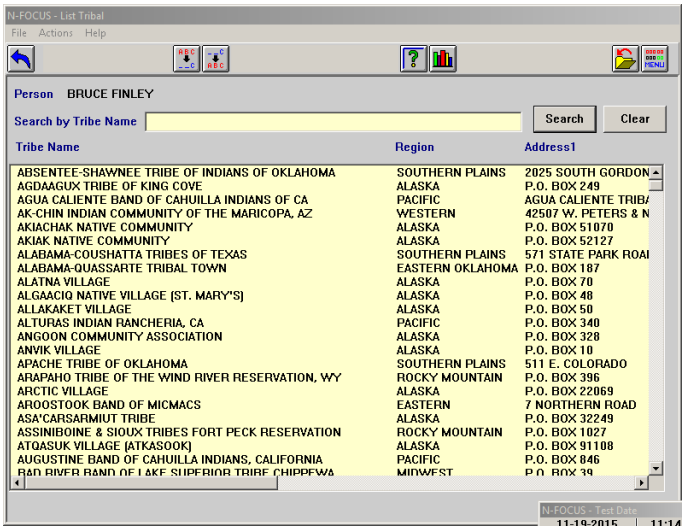


This information is utilized for AFCARS and NYTD federal reporting.



List Tribal Window (Change)

To add tribes which the youth may have an association with, the worker will click on the 'Add Tribe' button which opens the list Tribal window. This window contains a list of all federally recognized tribes.

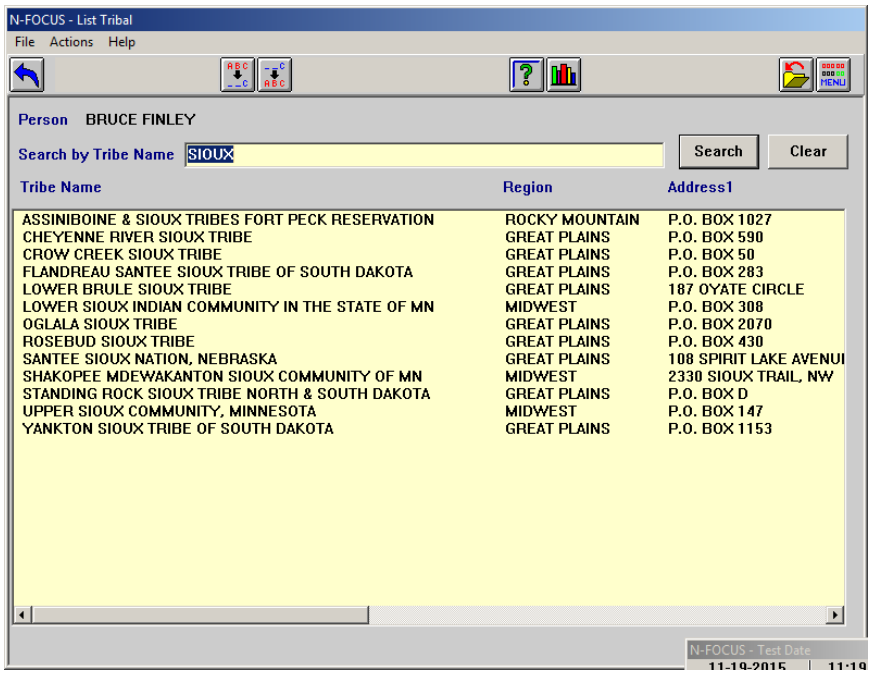


The list of tribes contains information on the window including the tribe's short name (if needed), the region, address, city, state, zip code, contact person (title), and phone number. These can be seen by scrolling left and right on the list.

To search for a particular tribe or set of tribes, scroll through the list, filter the list by state, or do a search by name or partial tribe name.

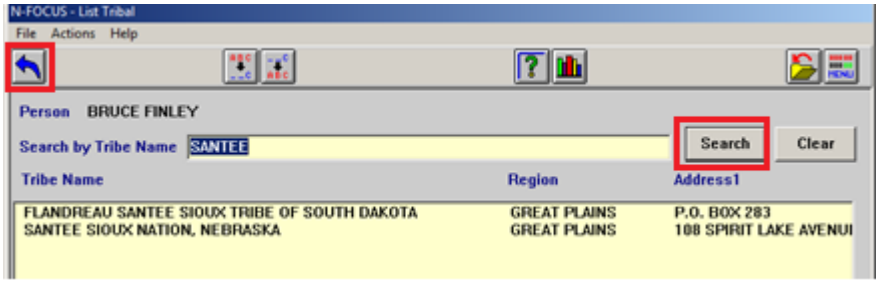
To conduct a name search, you only need to type in the 'Search by Tribe Name' box anything you want to search for.

Example: If you type in 'Sioux', and click 'Search' or press 'enter', the list will narrow to show only tribes with the 'Sioux' as part of the name.



If a you would like to filter the list even further, then enter a second criteria for the name and click 'Search' or press 'enter'.

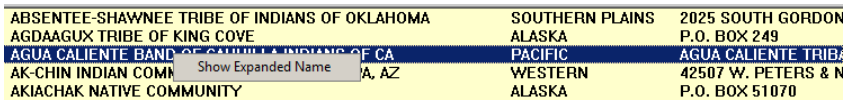
Example: After the 'Sioux' search is completed, search for 'Santee'. The list will filter further to include only the tribes with 'Sioux' and 'Santee' in the name.



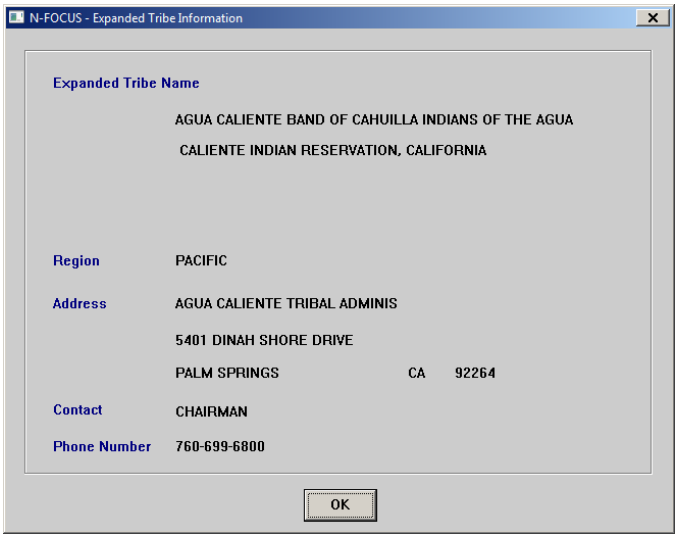
To clear all searches and return to the full list of tribes, the user will select the 'Clear' button.

Once you have determined which tribes to add to the Tribal Detail window, highlight the desired tribes and click the blue select arrow.

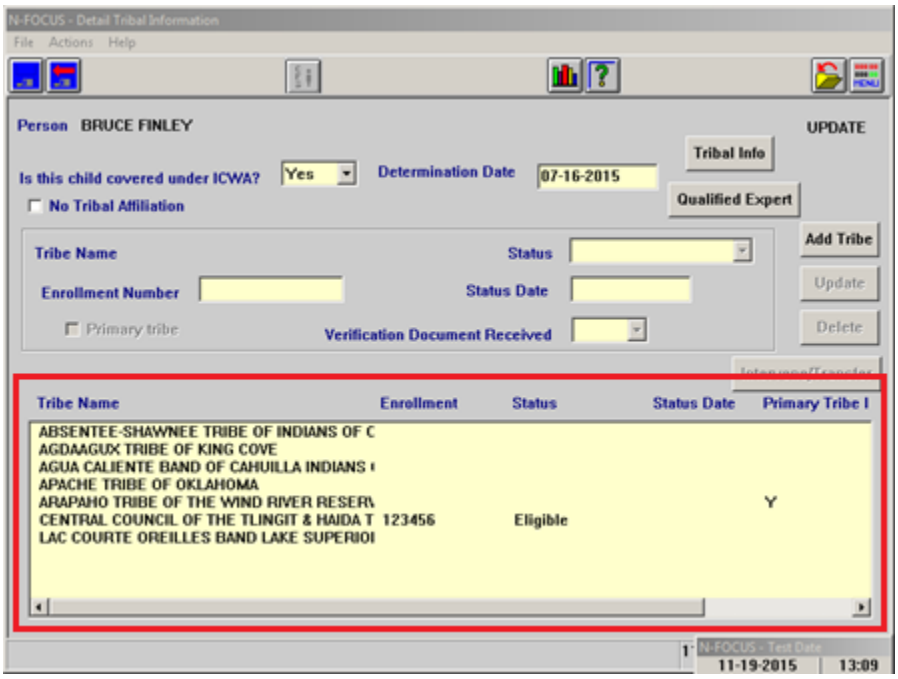
Note: Some tribes on the list have longer names than are viewable on the N-FOCUS windows. The full name is used while searching. If a worker desires to view the full name of the tribe or needs to see the address, phone number, or the title for the contact person, right click a highlighted tribes name (or from the Action menu) and select 'Show Expanded Name'.



This opens up a window with detailed information about that tribe.



When the desired tribes have been selected, the Detail Tribal Information window will display those tribes in the list box at the bottom of the window. You will now be able to enter information about the person's involvement with the tribe.



To enter information about a person's involvement in a specific tribe, highlight the desired tribe and enter the following:

- an enrollment number
- the person's status in the tribe; Eligible, Ineligible, Request made, or Member
- the date the person's status in the tribe was determined (or made known to the worker)
- if verification of the person's status was received (if received could be scanned in to document imaging)

Also select the primary tribe for the person should there be multiple tribal involvement.

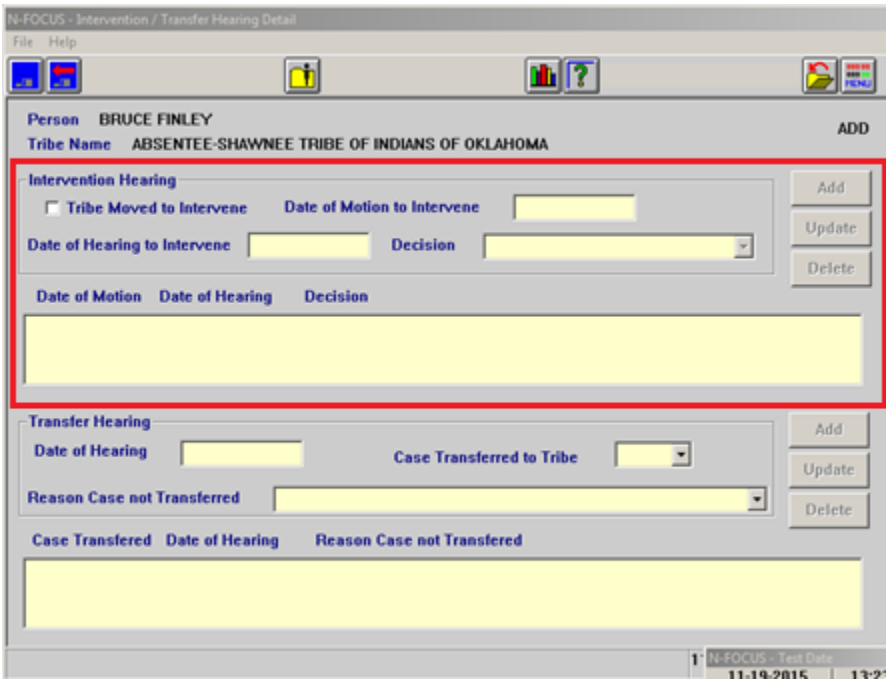
Once the information regarding a tribe is entered, click the 'Update' button to update the information in the list of tribes. Click Save or Save and Close in order to save information entered for a tribe.

If a tribe in the list is no longer needed or associated with the person, remove the tribe from the window using the 'Delete' button.

Note: This function is available as long as there is no information documented in the 'Intervene/Transfer' windows.

Intervention/Tranfer Hearing Detail Window (New)

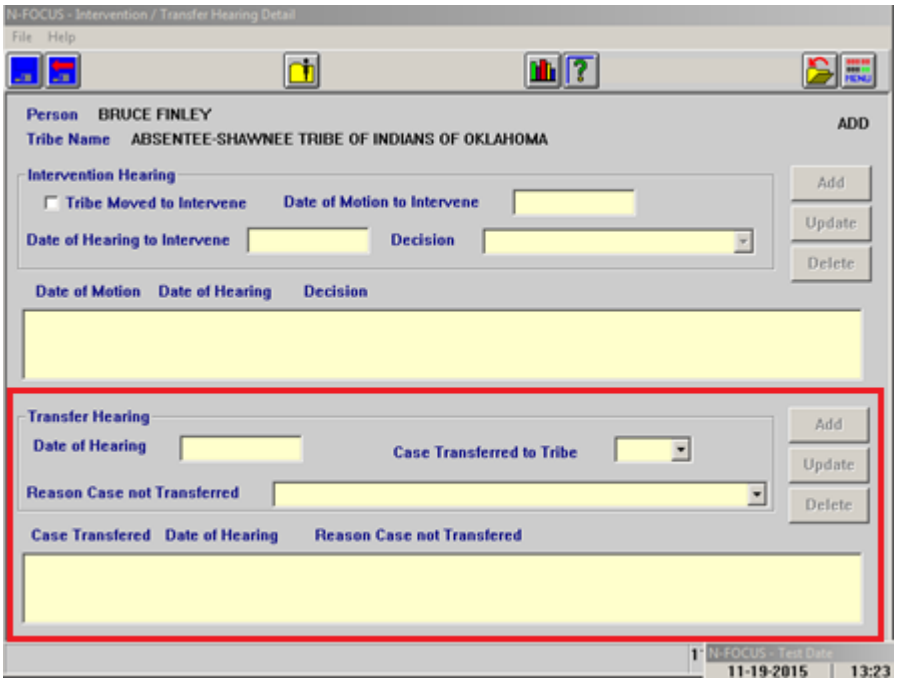
When a tribe moves to intervene or a transfer hearing has occurred in a case, enter the 'Intervention/Transfer Hearing' Detail window using the 'Transfer/Hearing' button.



To document a tribe's intervention the select the check box for the 'Tribe moved to Intervene' and enter a date for the motion to intervene. Once those two fields are entered, the click 'Add' and add the motion to the list box.

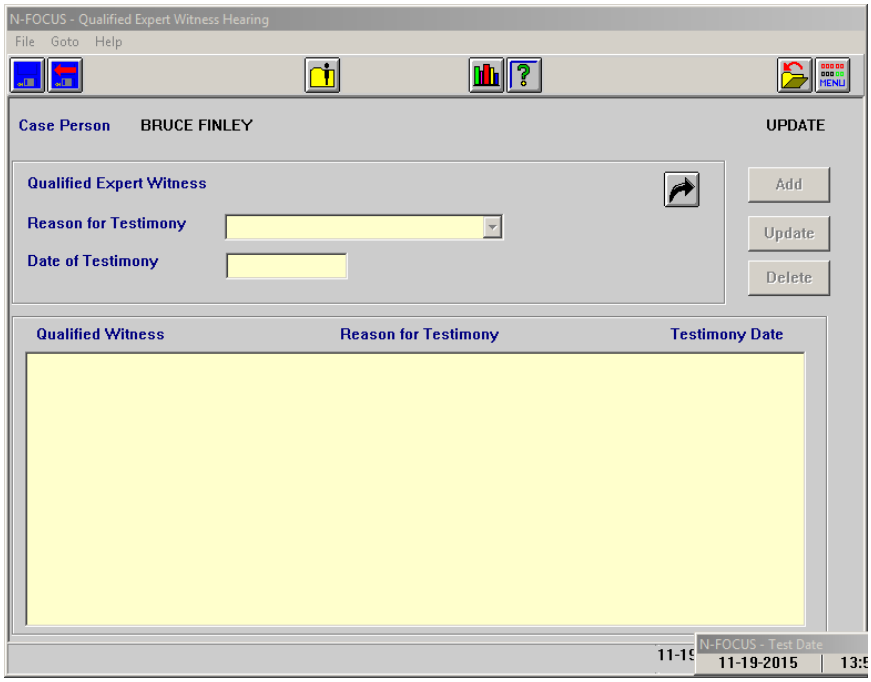
Once a hearing is held, highlight the motion in the list box, enter the date of the hearing, the decision and click 'Update' to update the information in the list box. Save before exiting the window. This information can be updated or deleted at any time using the 'Update' and 'Delete' buttons.

After a transfer hearing is held, the worker can document the date of the hearing, if the case was transferred, and, if not, the reason. After entering the information click 'Add' to add the hearing to the list box. This information can be updated or deleted at any time using the 'Update' and 'Delete' buttons.

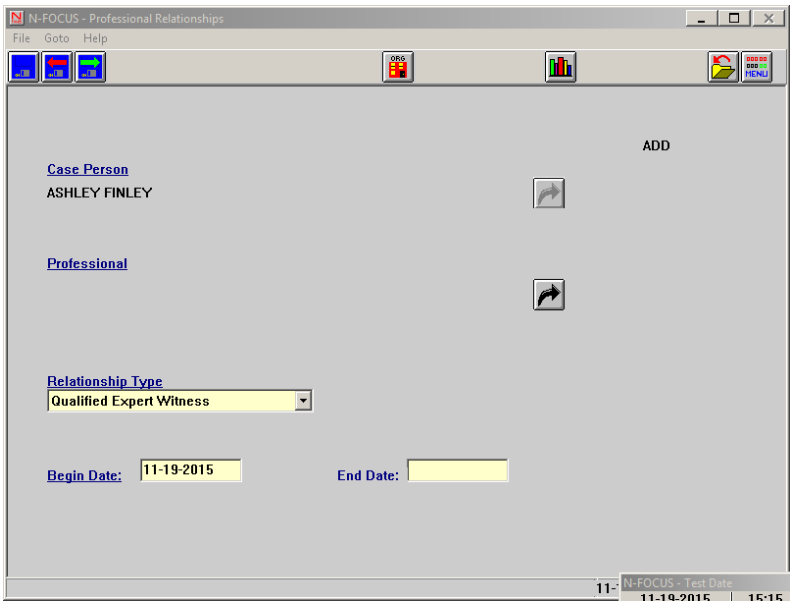


Qualified Expert Witness (New)

When a qualified expert witness testifies related to a youth's case, the worker will be able to document information regarding that testimony in the 'Qualified Expert Witness Hearing' window by clicking on the 'Qualified Expert' button on the 'Detail Tribal Information' window.

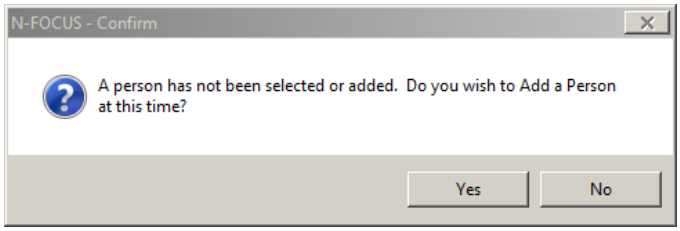


To enter information for a qualified expert witness, the worker must first have a person with a professional relationship of 'Expert Witness' entered in to the system. If the witness has not previously been entered, the worker can add one from the Qualified Expert Witness Hearing window by selecting the black select arrow. This takes the user to the Professional Relationship window.

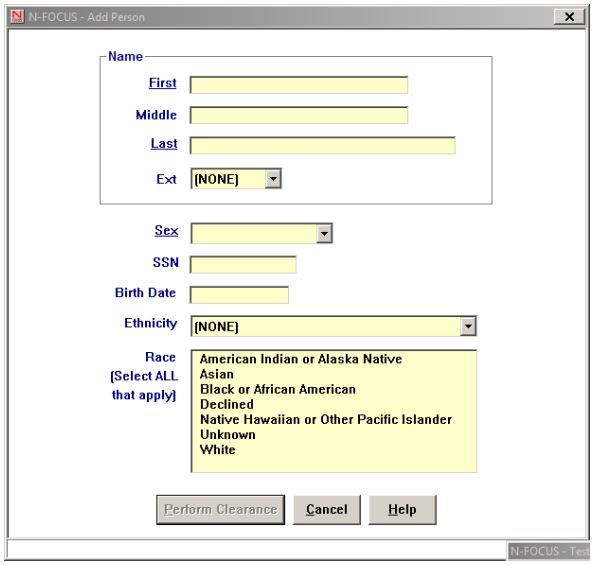


Search for a person on N-FOCUS to add as an expert witness. If the person is not found, create the person information in the Add Person window.

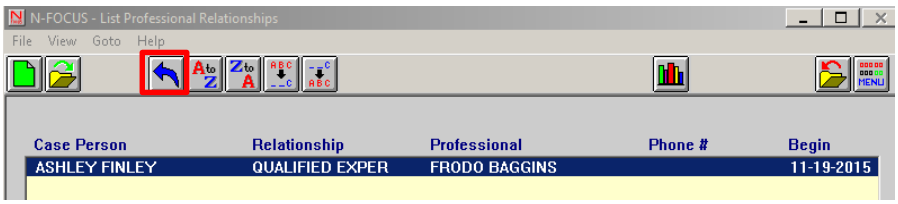
Note: If 'Cancel' is selected on the search person window, the following message will display:



If the worker selects 'Yes', they will be presented with 'Add Person' window to add the person to N-FOCUS.

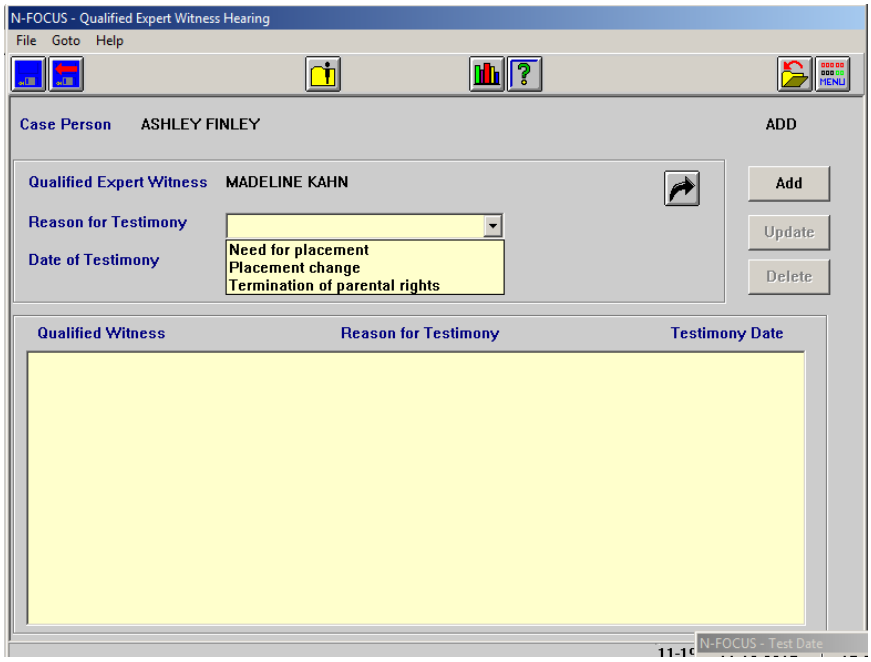


Once the professional is added and the begin date for the relationship is added, the worker will save the relationship and return to the list window. Select the professional with a role of Qualified Expert Witness from the 'List Professional Relationships' window, using the blue select arrow, to bring that person into the 'Qualified Expert Witness Hearing' window.



After the expert witness, who testified, has been added to the window, the worker will be able to enter the reason for testimony and the date of the testimony. The options a user can enter for the reason for testimony include:

- Need for placement
- Placement change
- Termination of parental rights

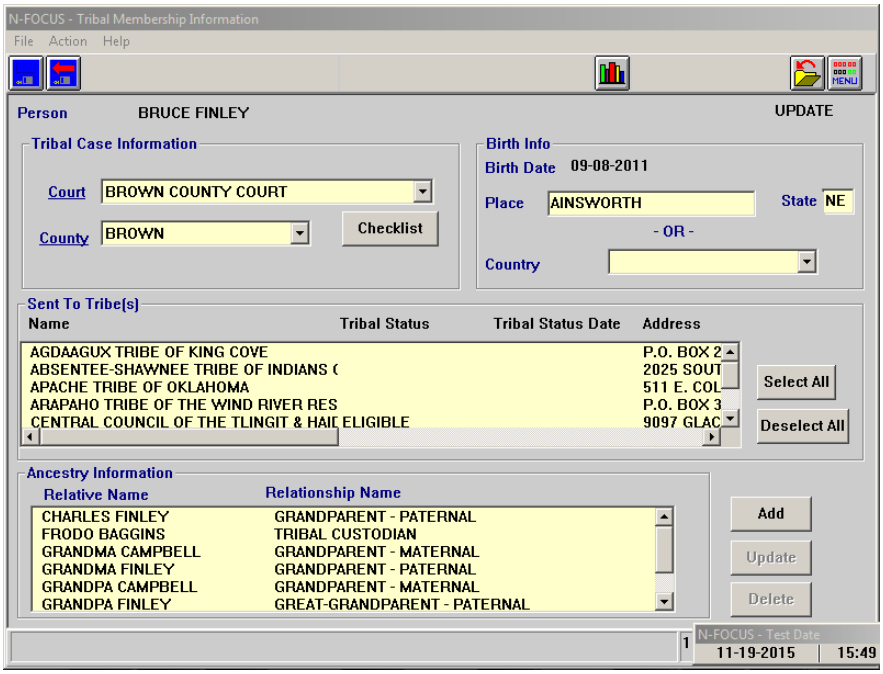


After entering the information click 'Add' to add the testimony information to the list box. This information can be updated or deleted by the user at any time using the 'Update' and 'Delete' buttons

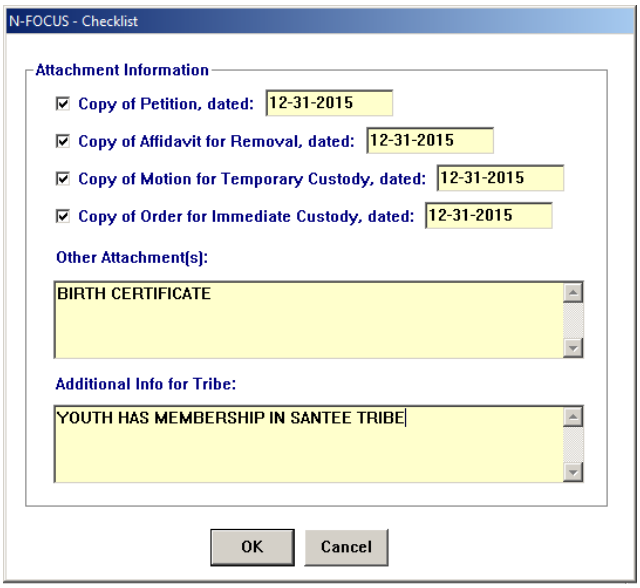
Tribal Membership Information Window (New)

Prior to this release the tribal membership information used to general the correspondence sent to tribes to inquire about a youth's status with the tribe was only entered when creating the correspondence and was not saved. This information will now be entered via the 'Tribal Info' button on the 'Detail Tribal Information' window. Clicking on this button will open the 'Tribal Membership Information' window.

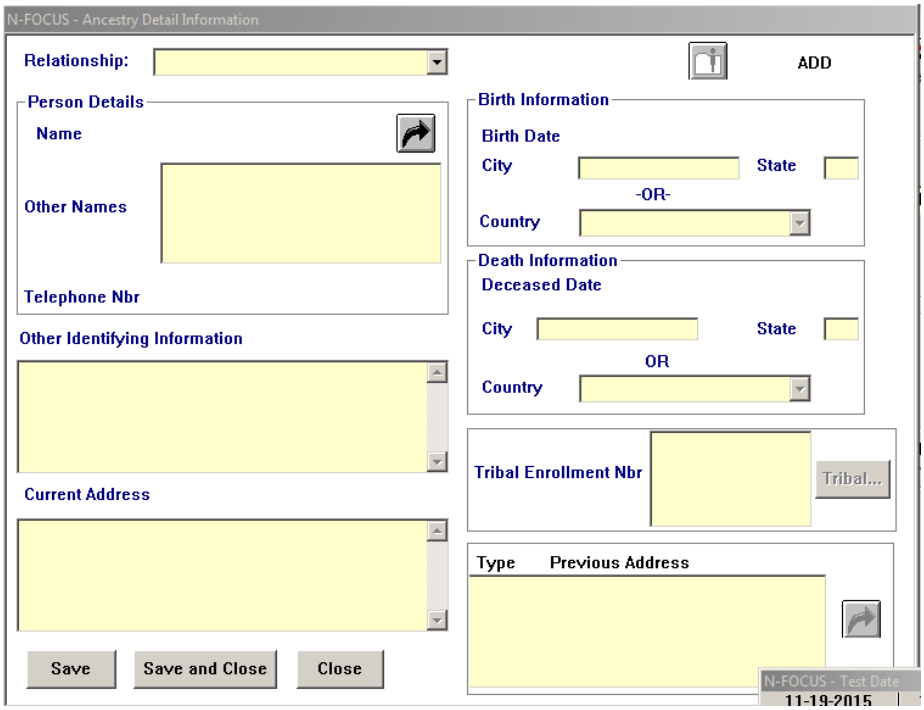
On the 'Tribal Membership Information' window users can enter the court and county that the youth case is located, birth information for the youth including place (city) and state or country. The tribes listed in the 'Detail Tribal Information' window will also be listed on this window as well as any relationships for grandparents, great-grandparents, tribal custodians that have previously been entered either through this window or the relative notification windows.



Through the 'Checklist' button on the window, workers will be able to add information that may be included with the correspondence to the tribe as well as any additional information about the youth that the tribe may want to know. This information will be used when creating the correspondence to the tribe.



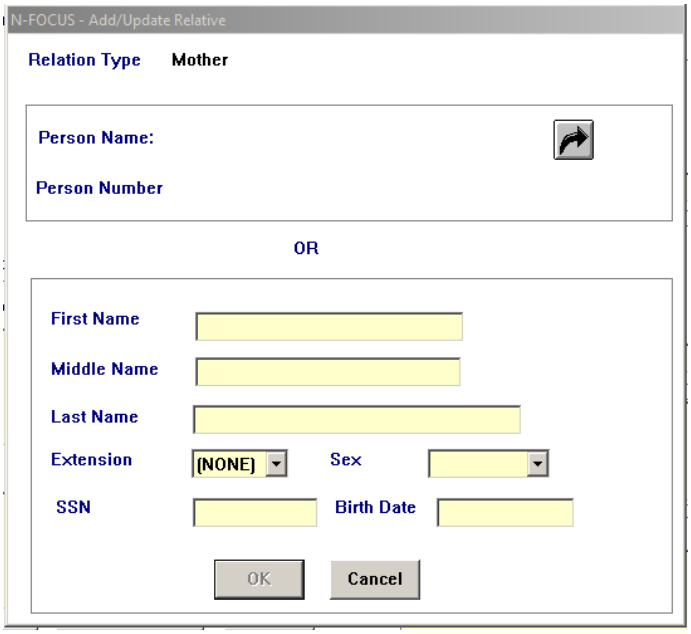
Workers can also add, update, or delete ancestry for relatives to include in the correspondence to the tribe. To add a new relative, click the 'Add' button next to the 'Ancestry Information' box. This opens the 'Ancestry Detail Information' window. On this window workers can add a person who is on N-FOCUS or if one is not found when searching, add a new person to N-FOCUS or the worker can enter some limited information about a non-N-FOCUS person.



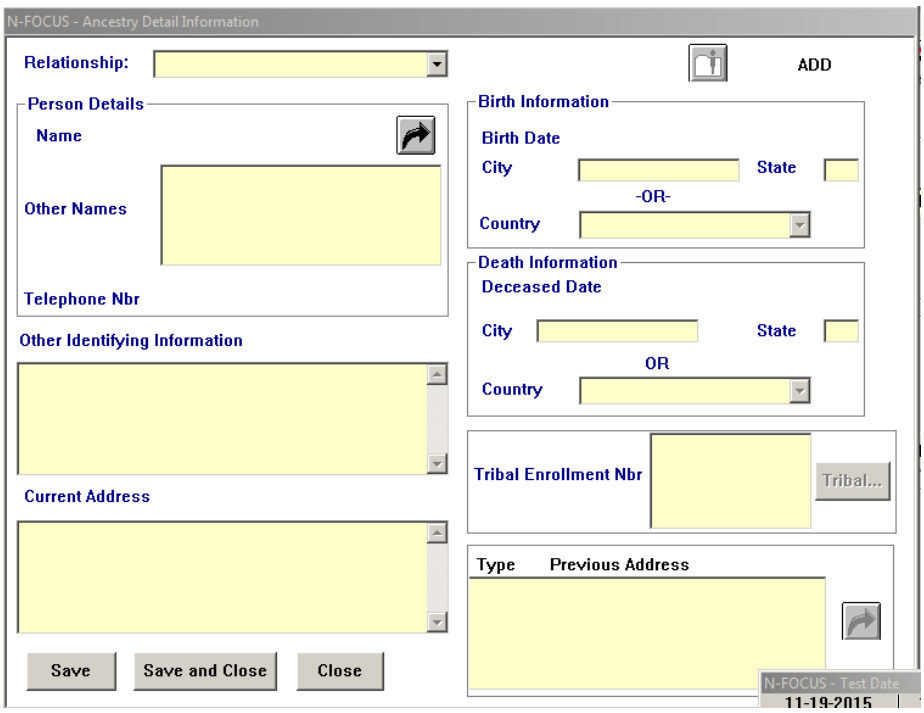
To add a person, select the relationship from the Relationship drop down field and click the black arrow for Person Details. This opens the 'Add/Update' relative window.

Either search for and add an N-FOCUS person or enter limited information for a person if they are a non N-FOCUS person.

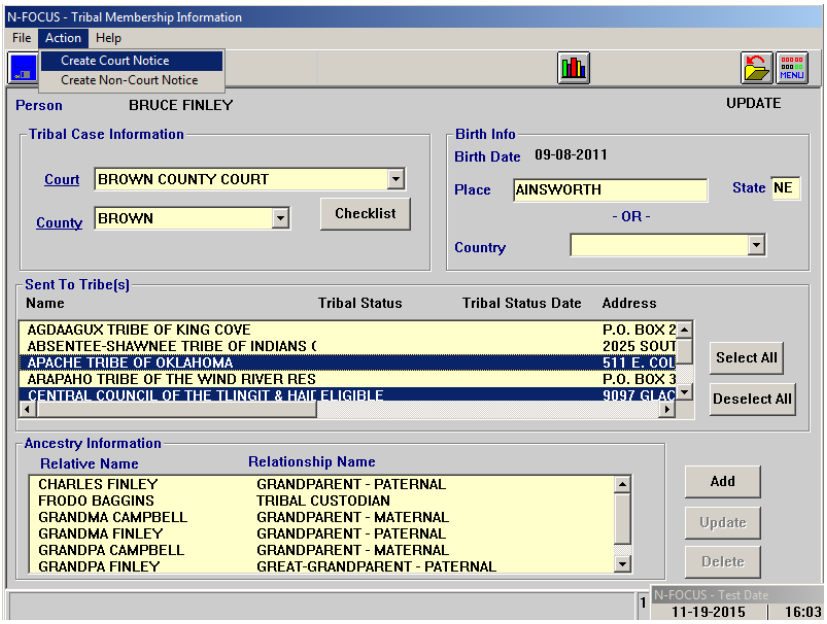
Note: If only a first or last name and sex is known for a relative, such as 'Grandma Finley' the limited information would be a preferable option. If both names and sex are known, adding the person to N-FOCUS is the preferable option as this will allow for more information to be entered and the relationship will be reflected on the relative notification windows as well.



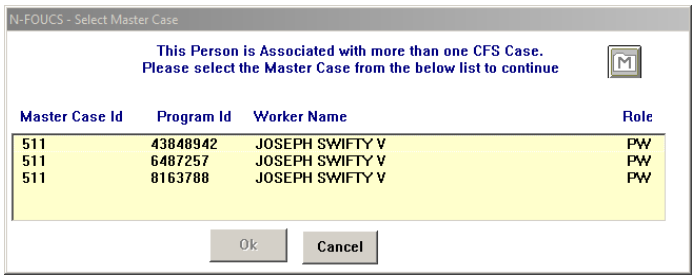
The window will also pull in information from N-FOCUS for the person including any aliases, the current address, and any tribal enrollment numbers from that person's tribal involvement windows. On the Ancestry Detail Information window, the worker can select any previous address that they would like to include in the correspondence, enter birth or death information, or flow to the 'Tribal Detail Information' window for that person to enter their tribal information. There is also a box for 'Other identifying Information' where the worker can make comments or enter a description.



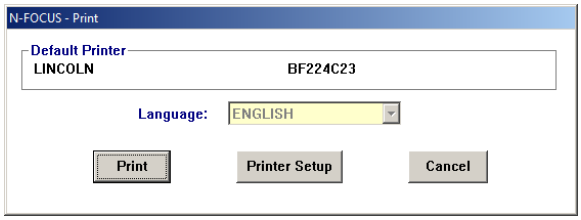
Once the information needed is entered for the tribal information, highlight the tribes which need to have correspondence mailed to them and select from the 'Action' menu either 'Create Court Notice' or 'Create Non-Court Notice' depending on the type of case.



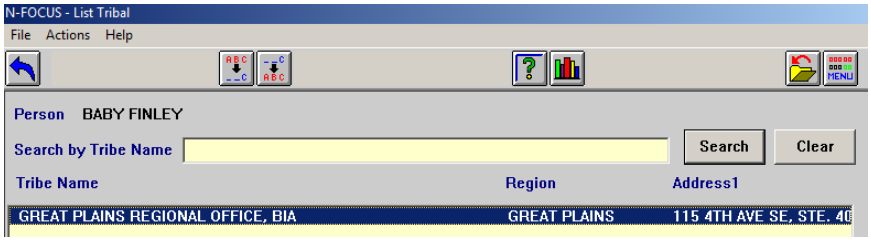
If the youth is involved in more than one CFS case, the worker will select a case which they are assigned in order for the worker information to appear on the correspondence. If the youth is only involved in one CFS case this window will not appear.

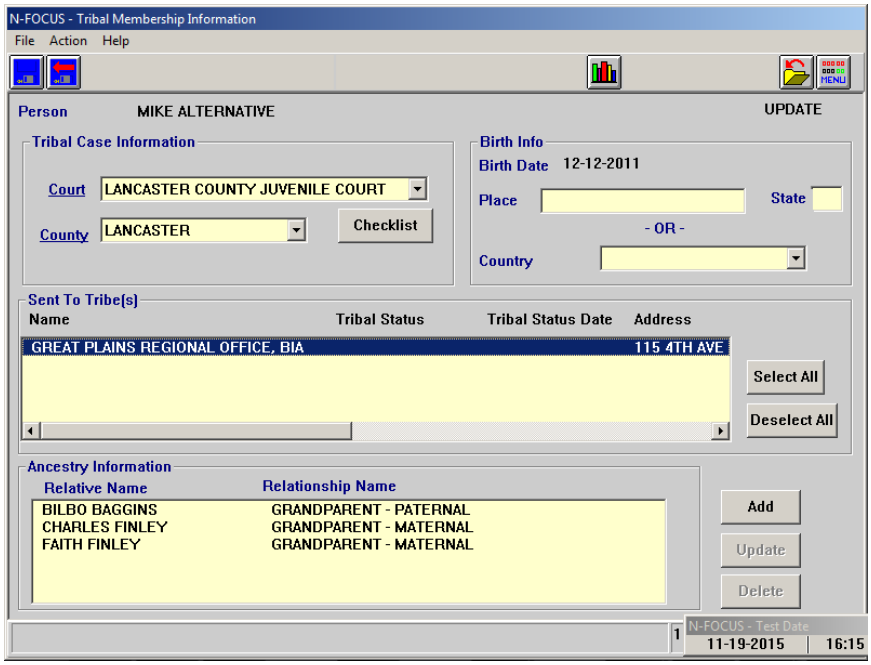


Print the desired correspondence. One document will print for each tribe highlighted.



Note: If the tribe is not known, the worker should use the add tribe function to add the 'Great Plains Regional Office, BIA' to the tribe list and mail the correspondence to that office. The easiest way would be to use the search and type in 'Great Plains' or 'Regional Office' to get to that name in the list.

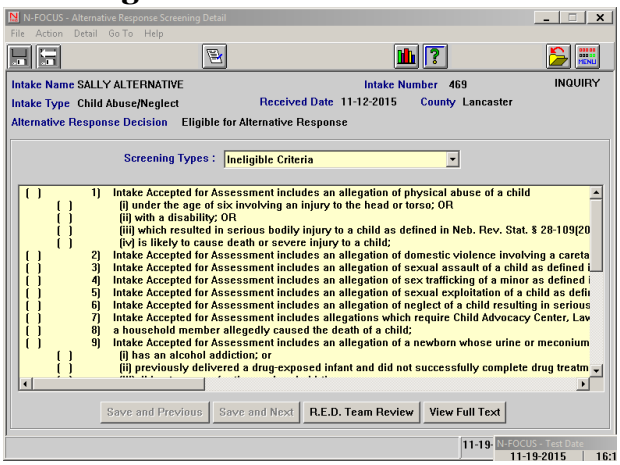


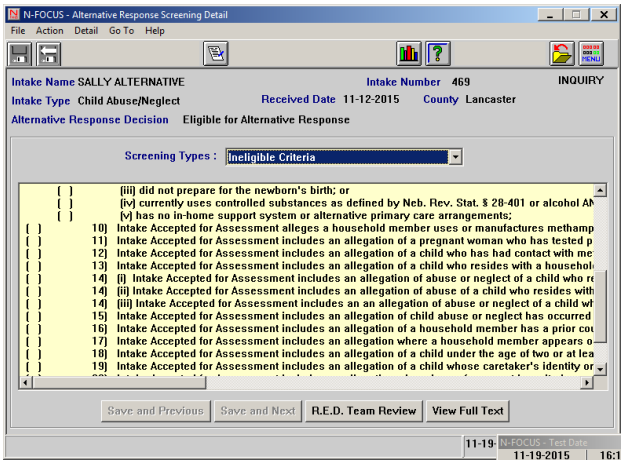


Alternative Response (Change)

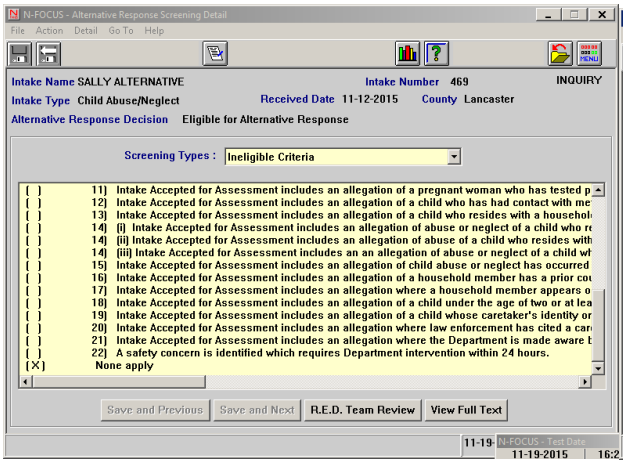
With this release the Alternative Response Ineligible Criteria and R.E.D. Team Criteria have been updated to coincide with changes to the Alternative Response program's policy.

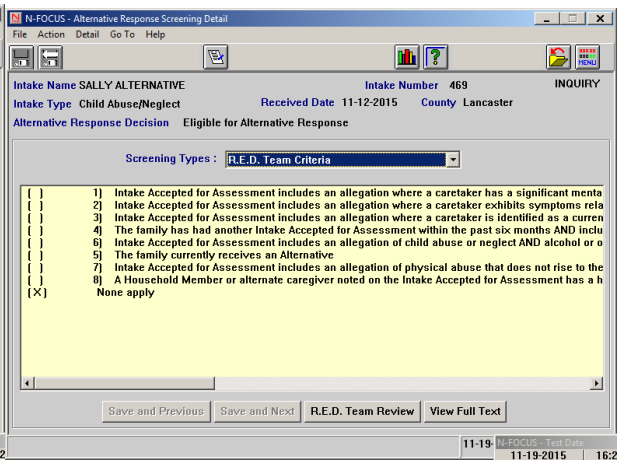
Ineligible Criteria:

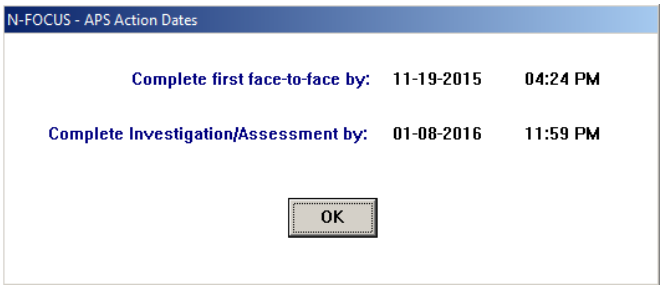




R.E.D. Team Criteria:





APS Priority 1 Investigation Timeframe (Change)

With this release the 'Action Dates' for Adult Protective Services intakes that are a Priority 1 will change to coincide with policy changes to make the timeframe for completing an investigations 60 days instead of 45 days. This will appear on the 'Action Dates' window as well as the Intake Worksheet correspondence.