N-FOCUS Major Release
Economic Assistance
November 13, 2011

A Major Release of the N-FOCUS system is being implemented on November 13, 2011. 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/MED, ADC/MED, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Table of Contents

General Interest and Mainframe

Interview Scheduler (New)

The Interview Scheduler is an automated interview scheduling function that will replace the Interview Needed Work Task and the need for workers to create Interview Tracking and an Interview Appointment letter in many instances.

Note: SNAP Expedited Interviews will continue to be scheduled by workers and the 'Interview Needed –Expedited SNAP' Work Task will continue to be created.

The automated Interview Scheduler only applies to UC cases. Interviews for Assigned cases will continue to be scheduled as before.

When an application is tied to any Economic Assistance Program Case, except for Expedited SNAP, and the Mode of Interviewing is accepted, a row of Interview Tracking will be created and an Interview Appointment Letter will automatically be generated. The letter will be sent to the Program Case Person or the Case Representative who has the Notice indicator of 'Y'. The Interview letter will inform the customer of the date and time to call for the interview.

Interviews will be automatically scheduled from 8:00 – 4:15, Monday – Friday, Central Time, excluding State Holidays and Weekends only. Central Office staff only will have the ability to adjust the dates and times available for interviews to be scheduled as needed. Other individuals with N-FOCUS access have View Only access to the new Scheduler windows.

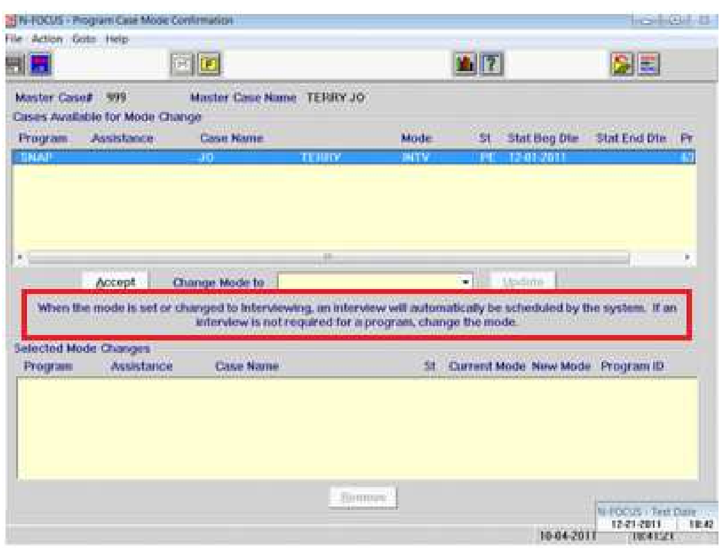
Note: SNAP EXPEDITED Interviews will not be automatically scheduled. The Interviewer will need to go to interview tracking to create the Interview Tracking row and letter.

Face-to-Face and Call-Out Interviews will not be included on the Interview Scheduler since these types of interviews are scheduled manually by a Worker.

Refer to the sections below "Scheduling an Interview Appointment - Worker" to see how this new functionality has affected those steps.

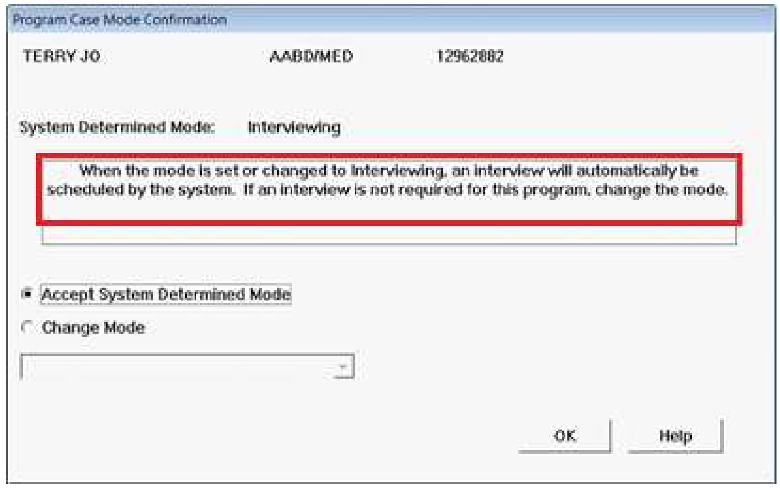
Automated Interview Scheduler and Letter (New)

When the Application is received and tied by Application Management, the Mode Confirmation window will display. When the Mode of a Program Case is set or changed to Interviewing, the following message will display on the Program Case Mode Confirmation window.



"When the mode is set or changed to Interviewing, an Interview will automatically be scheduled by the system. If an interview is not required for a program, change the mode."

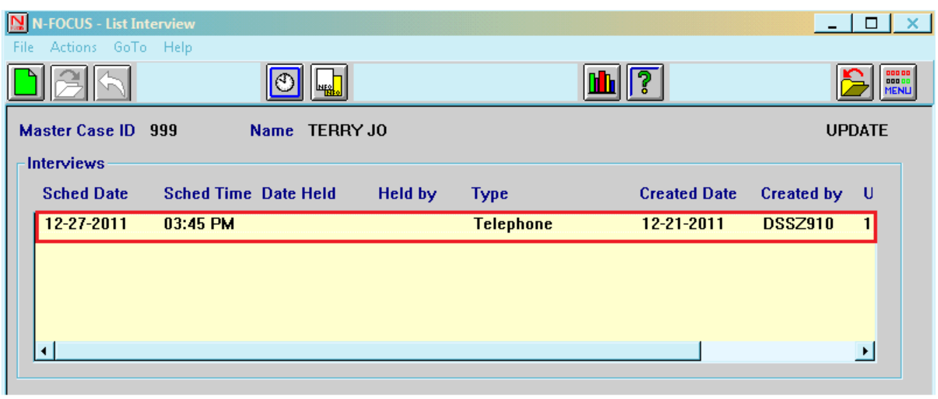
If the Mode remains Interviewing, an Interview Tracking row and the Interview Appointment letter will be created.



Viewing the Scheduled Interview (Tip)

To view the Scheduled Interview date, time and program cases attached, follow these steps from the Detail Master Case window:

1. Select Actions>Interview Tracking
2. Highlight the Interview scheduled row to see the Programs attached to the interview.
3. View the letter by selecting the Correspondence Icon and selecting Print Preview.



Scheduling an Expedited Interview (Change)

The Interviewer must schedule an Expedited Interview when an Interview appointment is needed. When the Work Task 'Interview Needed –Expedited SNAP' is accepted the Interviewer attempts to call the client. If the Interviewer is unable to make contact with the Case Person or the Case Representative, the Interviewer schedules an Interview time.

NOTE: **All program cases that are applied for and tied to the same Application as Expedited SNAP will be under the same scheduling procedures as the Expedited SNAP case.**

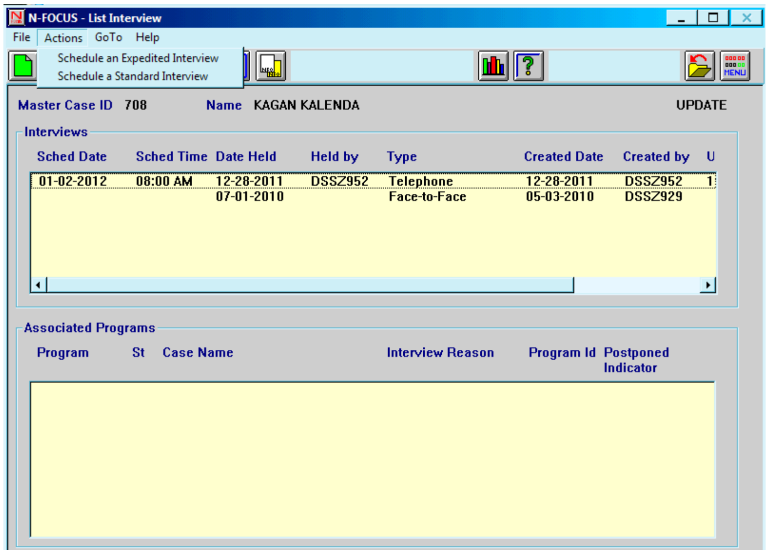
Example: The Application requests ADC, CC and SNAP. The SNAP case is determined to be Expedited. Upon the pending and tie of the three program cases, the Expedited scheduling rules will apply. No Interview will be scheduled for the ADC and CC cases. The high priority 'Interview Needed –Expedited SNAP' Work Task will be created.

Upon accepting the Work Task the Interviewer will attempt to contact the client. If the client is not reached, the worker will go to the List Interview window and select 'Schedule an Expedited Interview' under Actions to create Interview Appointment for all three program cases.

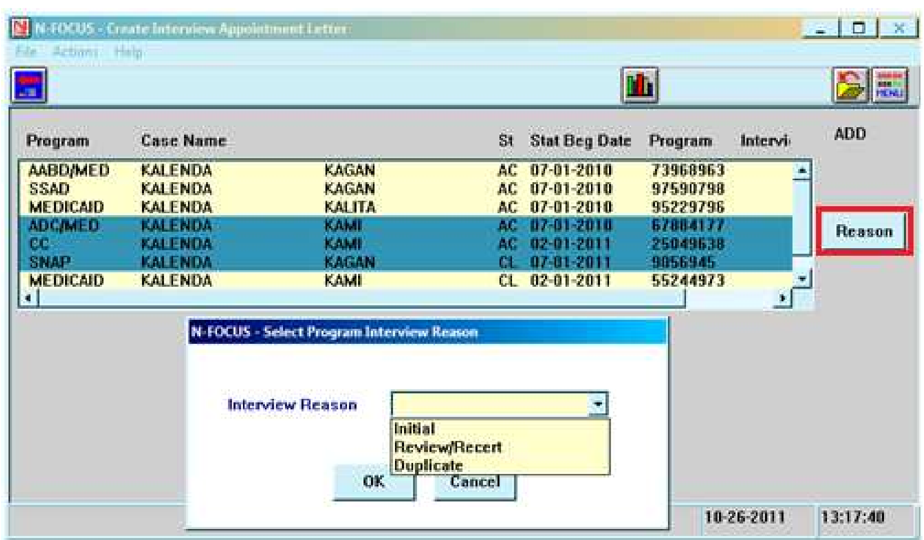
To schedule an interview for Expedited SNAP and other program cases that were tied to the same application follow these steps:

1. From the Detail Master Case window, select Actions,
2. Select Interview Tracking.
3. The List Interview window displays.
4. Select Actions
5. Select 'Schedule an Expedited Interview' .
6. Select the Program Case(s) that will be covered in the interview.

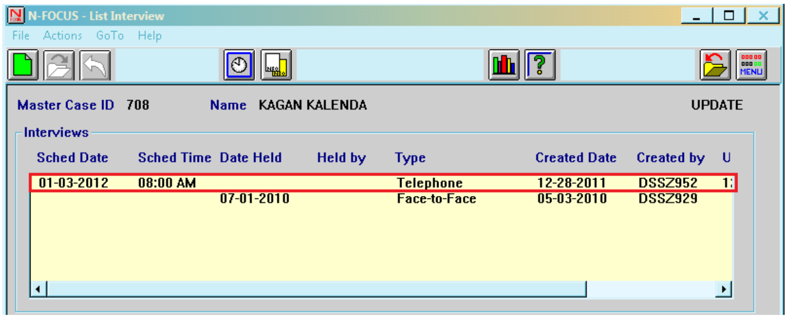
   NOTE: All of the programs must be selected from the Create Interview Appointment Letter window in order for all of the programs to be listed on the Interview Appointment letter.



7. Click the Reason button.
8. Select the appropriate Interview Reason option from the drop-down.
9. Click OK.



10. Save and Close.
    The List Interview window will display with the date and time of the scheduled Interview and the Interview Appointment letter will be created.



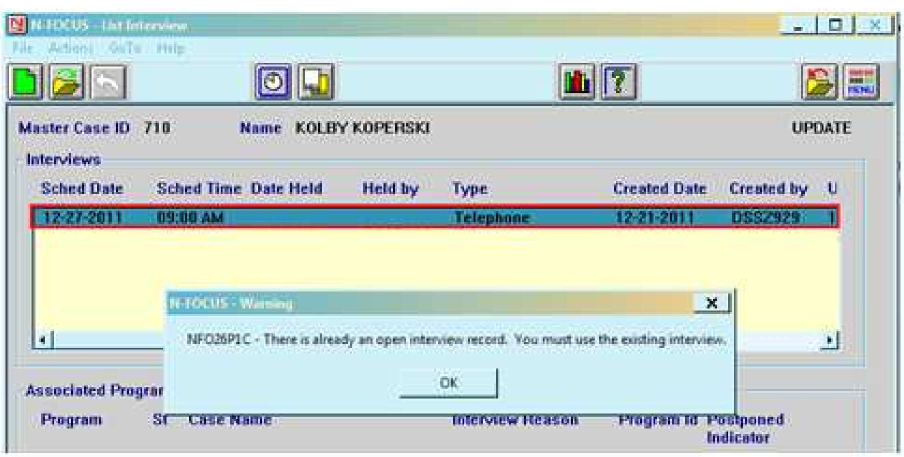
Changing the Date or Time of a Scheduled Interview (Change)

There may be occasions where a Worker will be asked to change the date and/or time of a scheduled interview. If the Case Person or Case Representative has called in with the request to change the scheduled Date and/or Time, it would be advisable to attempt to complete the interview at that time. If it is not feasible to complete the interview at that time, reschedule the interview at the Date and Time requested.

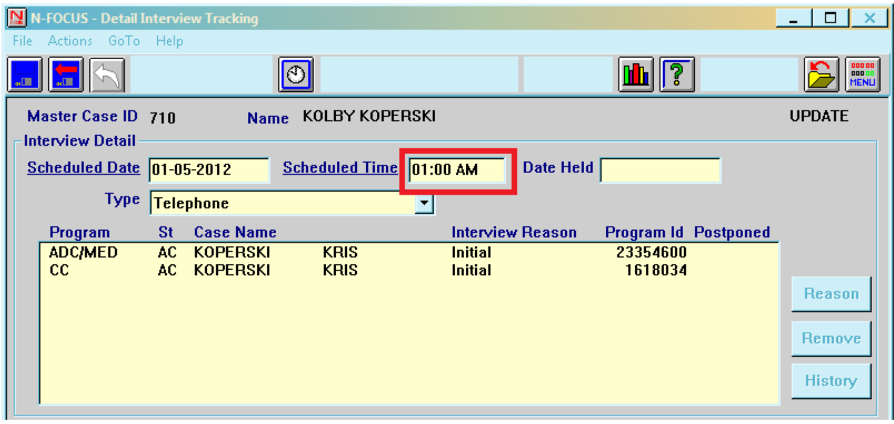
Take the following actions to reschedule an interview:

1. From the Detail Master Case window, select Actions>Interview Tracking.
   The List Interview window will display. An Interview row without a Date Held may be updated.

   NOTE You will not be allowed to create a new instance of Interview when there is an open interview tracking row. The following message will display:



2. Double-click the Open Interview row or highlight the row and click the Open icon.
3. Update the fields on the Detail Interview Tracking window as appropriate.

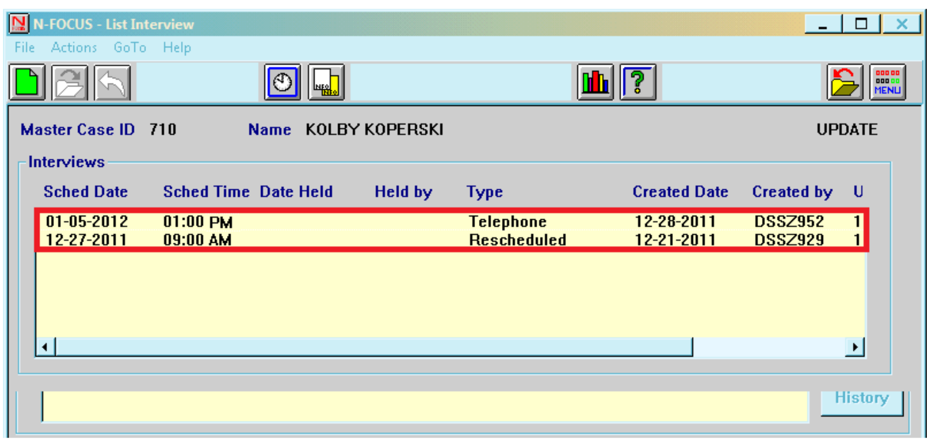


IMPORTANT: The Scheduled Time field reads Military Time; therefore, if you enter 01:00 the time that will display will be 1:00 AM. You must change this to PM in order for the correct time to display on the Interview Letter.

4. Save or Save and Close

   The Question – "Do you want to create a new interview appointment letter?" will display.
5. Answer as appropriate.

   The List Interview window will display the new row of Interview Tracking with the new date and time and indicate that the initial Interview has been Rescheduled.



Note: This interview date and time will be up-dated on the Interview Scheduler.

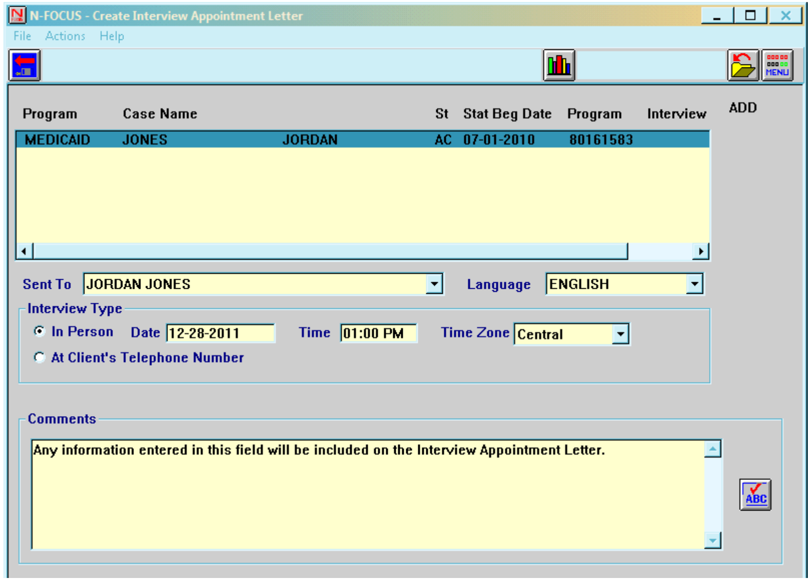
Scheduling a Face to Face or Call in Interview (Change)

When a client requests a Face to Face or Call Out Interview, follow these steps:

1. From the Detail Master Case window, select Actions>Interview Tracking.

   The List Interview window displays.
2. Click the New icon.

3. The Question – "Do you want to create the interview appointment letter?" will display. Answer as appropriate.
4. The Question – "Will this be a client call-in interview?" will display. Answer as appropriate.
   In this situation, the client has requested either a Face-to-Face interview or a Call Out Interview so the appropriate answer would be No.
   The Create Interview Appointment Letter window displays.



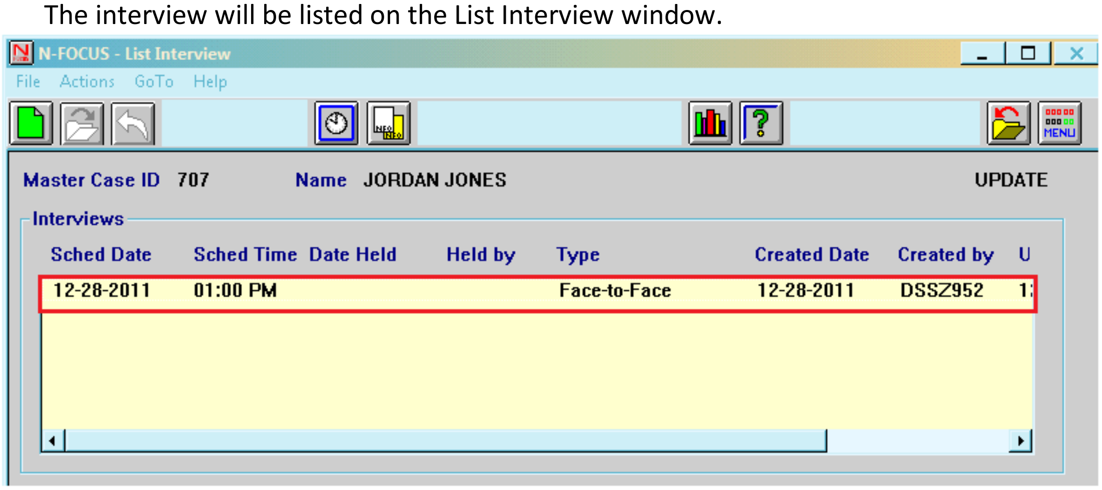
5. Enter the information requested as appropriate for the situation.

   Note: If the Interview Type of "In Person" is selected, the Interview Location dialog box will display. You will enter the interview location in the window and click OK.

   If the Interview Type of "At Client's Telephone Number" is selected, and there is no telephone number listed for the person for whom the call out interview is being scheduled, an informational dialog box will display stating "No Telephone Number found. Select the In Person or Client Call In mode OR add a Telephone Number for this person.

   As of this release, only Central Time Zone will be available to choose and all Interview letters will indicate the time as Central Time.

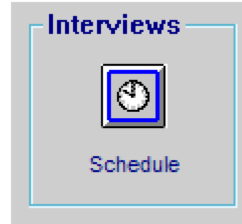
6. Save and Close.
   The interview will be listed on the List Interview window.



Note: Face-to-Face and Call-Out Interviews will not be listed on the Interview Schedule.

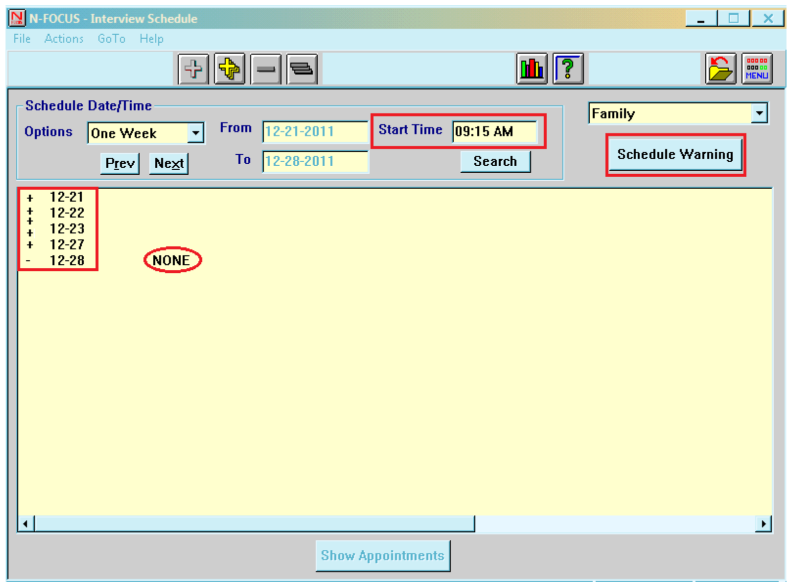
Interviews-Schedule Icon (New)

The Interviews Schedule icon appears on the N-FOCUS Main Menu, the List Interview window and the Detail Interview Tracking window. All N-FOCUS staff have access to view the Interview Schedule window in Inquiry status.



Interview Schedule Window – View Only (New)

Schedule Date/Time Fields Overview



Options – The default Option is to search one week at a time. This field can be changed to search for Current Date, One Week, Two Weeks or a Date Search.

Prev and Next Buttons – These buttons can be used to move your search criteria forward and backward in time.

From and To – The default will display the current date. The dates will change based on the option selection from the Options field. If the Date Search option is selected, you can manually enter dates in these fields. All other selected Options will automatically populate the fields.

Start Time – The Start Time field will default to the current time in which you open the window. This time will display in 15 minute increments. It is important to change the Start Time to 8:00 AM if you wish to view the appointments scheduled for the entire day (8:00 – 4:15). The scheduled times are for Central Time only.

Service Delivery Group – This field can be changed to view either the Family or Adult interview schedule. You can only view the Service Delivery Group that you are assigned to for your Position.

Search Button – Select this button to view the scheduled interviews based on the criteria selected.

Schedule Warning Button – This button will only display for specific Central Office staff who have the ability to adjust the number of appointments that can be scheduled on specific dates and times.

Scheduled Dates - When the Interview Schedule window opens, the dates displayed will be based on the default search criteria (One week from the current date and time). Weekends and State Holidays will not display. Dates that have appointments scheduled will have a (+) in front of the date. Dates that do not have any appointments scheduled will have a (–) sign in front of the date and the word NONE will also display.

Example: The above screen print indicates the week beginning with the date of 12/21/2011. This is Christmas week. N-FOCUS knows that Christmas falls on Sunday this year and that Monday, December 26, 2011 will be a State Holiday; therefore, no interviews will be allowed to be scheduled on December 24 – 26, 2011.

Show Appointments Button – Refer to Viewing Scheduled Interviews section for a description of this buttons functionality.

Viewing Scheduled Interviews (New)

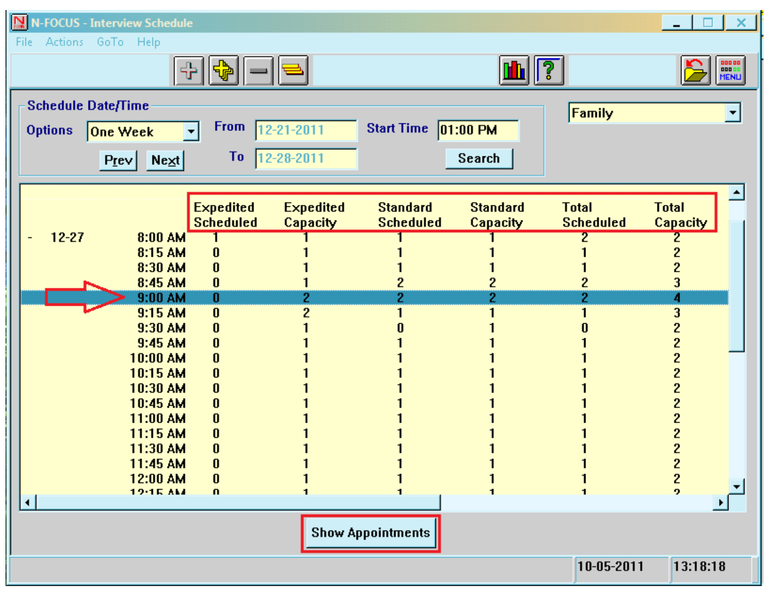
The Interview Schedule Window provides a listing of all of the interviews that have been scheduled for each work day in 15 minute blocks. This window can be accessed from either the Main Menu or from Interview Tracking by selecting the Schedule icon.

The Interview Schedule window will open showing information for the current date and current time. To view a listing of the scheduled interviews you can either double-click on the date to expand the times or click the Expand or Expand All icons. The Contract or Contract All icons can be used to close the times list.

Each 15 minute time slot will be allotted a specific number of interviews that can be scheduled for both Expedited and Standard interviews. The total of these two columns will equal the Total Capacity of interviews that can be scheduled for the time slot. If the Total Scheduled column is not equal to the Total Capacity column, this indicates N-FOCUS is able to schedule an interview for this time.

N-FOCUS will attempt to schedule Expedited interviews within 3 days of the Application Received Date and Standard interviews within 7 days of the Application Received Date.

Note: The column headings, Expedited Scheduled, Expedited Capacity, Standard Scheduled, Standard Capacity, Total Scheduled and Total Capacity will not remain in the field area when you use the scroll bar; therefore, it may be advisable to view dates one at a time until you become familiar with the column headings and their order.



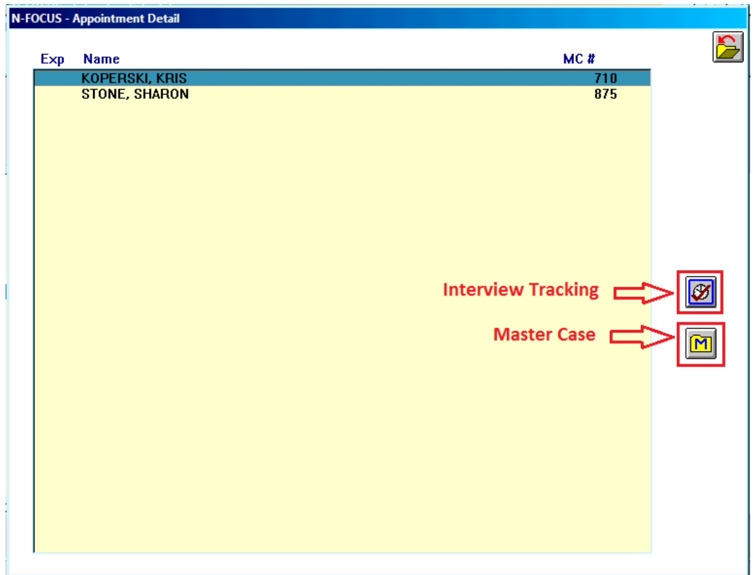
To see a listing of persons who are scheduled for a specific timeframe, select a time slot row and click the Show Appointments button. The Appointment Detail window will display.

Note: Face to Face and Call Out interviews are not included on the Interview Scheduler window because those are scheduled by workers outside of the Interview Scheduler system.

Appointment Detail Window (New)

This window will show a listing of all of the Master Case Persons who are scheduled for an interview on the date and time selected from the Interview Schedule window. Select a row to activate the Interview Tracking and Master Case icons.

The Interview Tracking icon will navigate you to the Detail Interview Tracking window. The Master Case icon will navigate you to the Detail Master Case window.



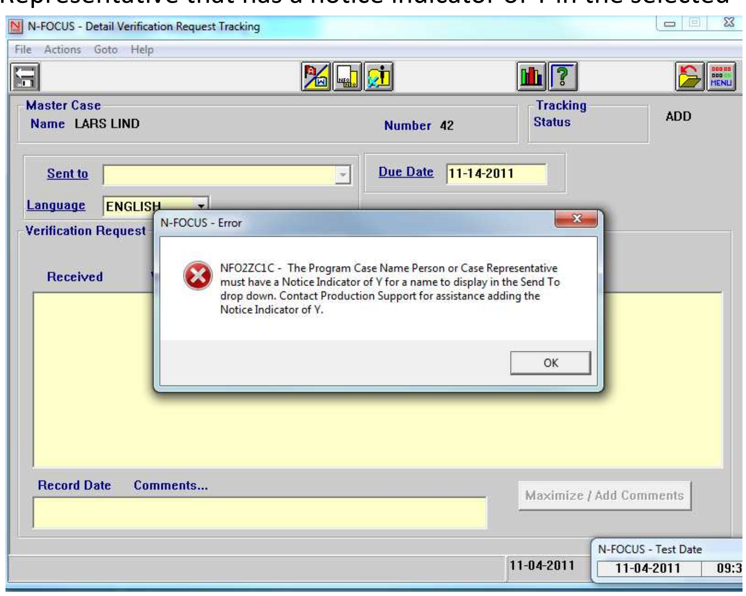
Verification Request/Tracking (Change)

Verification Tracking is not available when the only program case in the Master Case is Emergency Assistance. These cases are being created to track Energy Assistance applications. Workers will need to use a Speed Note if additional verifications are required. An Alert will be created when the documents are received. If the case has not been processed by 30 days from the application received date a Work Task will be posted to review the case for denial.

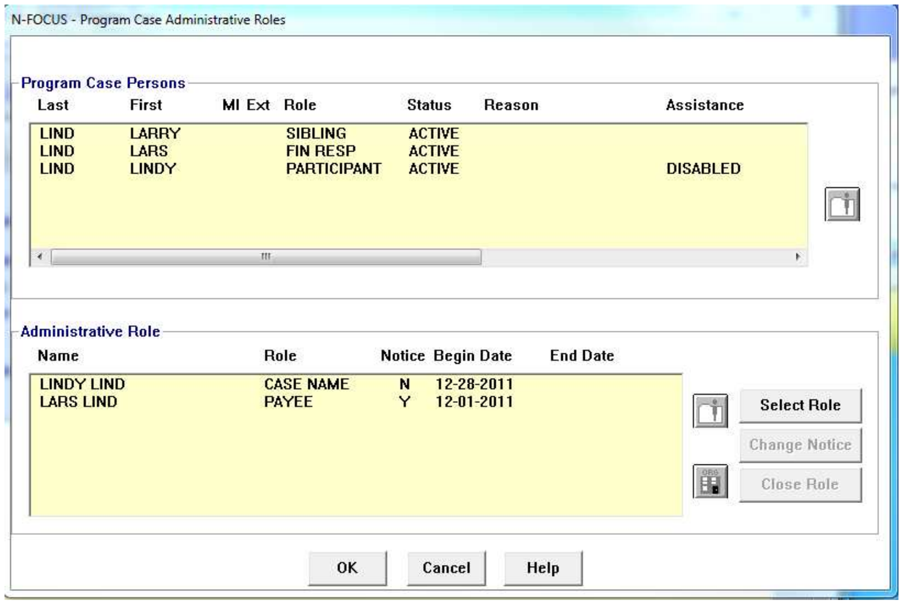
In Verification Tracking, the Send To drop down field does not populate if there is no person with a role code of Program Case Name or Case Representative that has a notice indicator of Y in the selected program case.

In this situation you will receive this pop up message "The Program Case Name Person or Case Representative must have a Notice Indicator of Y for a name to display in the Send To drop down. Contact Production Support for assistance adding the notice Indicator of Y."

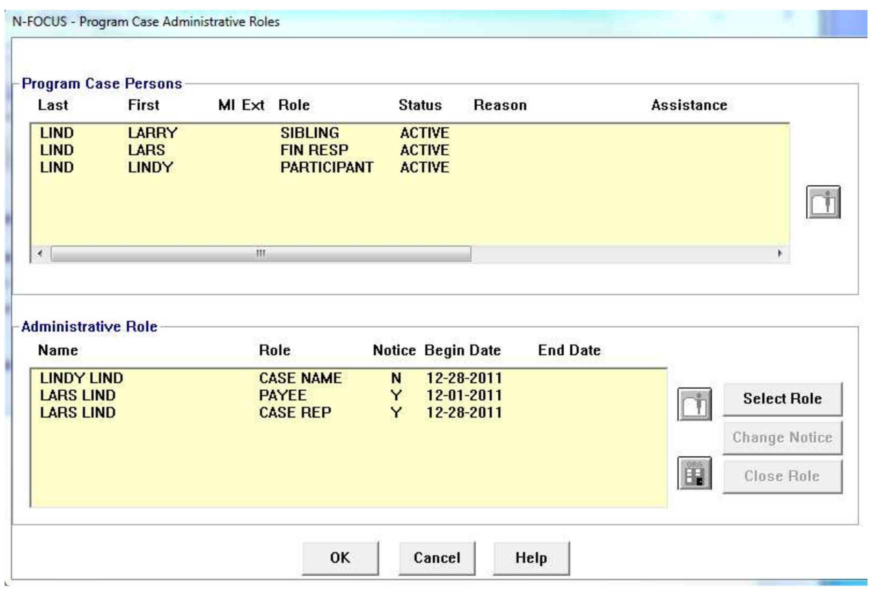
To fix this go to the Detail Program Case Program Case Administrative Roles to add or update the Notice Indicator on one of the roles.



EXAMPLE: In a child's AABD case, the parent is added as a Payee in order to cash the child's benefit check, and the parent does not show as the Program Case Name or Case Representative with a notice indicator of Y. In the situation below **most notices will not be sent** as they require Program Case Name Person or Case Representative with a Notice Indicator of Y.



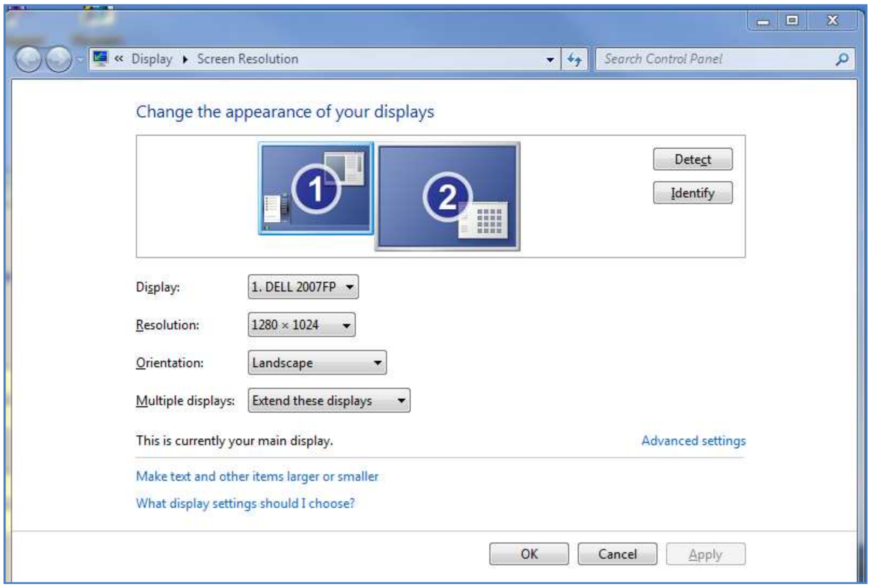
To insure notices are sent add the Payee as a Case Representative with a notice Indicator of Y.



Windows 7 and Wide Monitor (Tip)

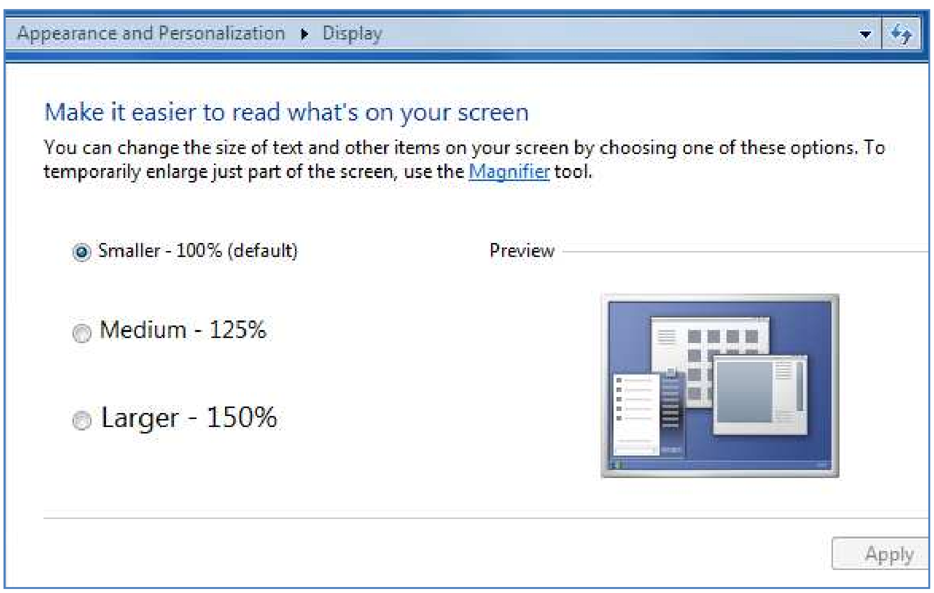
Screen Resolution

You can change your Screen Resolution. The resolution options depends on what type of monitor you have and you can select the resolution that is best for you. We do know if you use the 800 x 600 resolution you will not be able to see all the data on the windows.

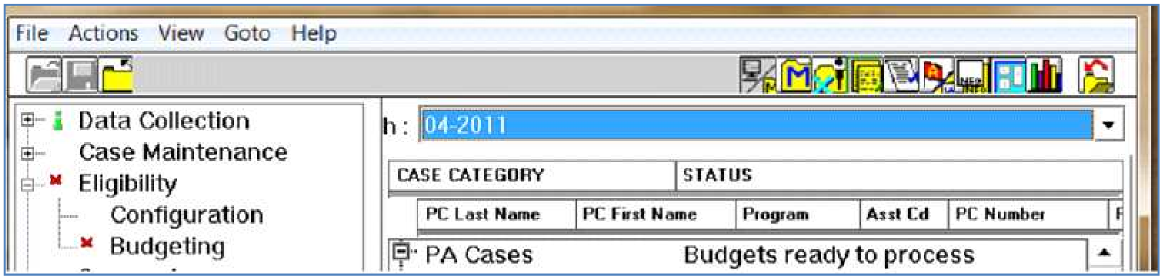


Control Panel – Change Display Settings

It is recommended that you do not make changes to your display. If you do change your display setting to be greater than 100%, the change of setting will affect your ability to view N-FOCUS windows and Electronic Applications.



An issue you will see in N-FOCUS is with the Benefit month dropdown field in Expert System.

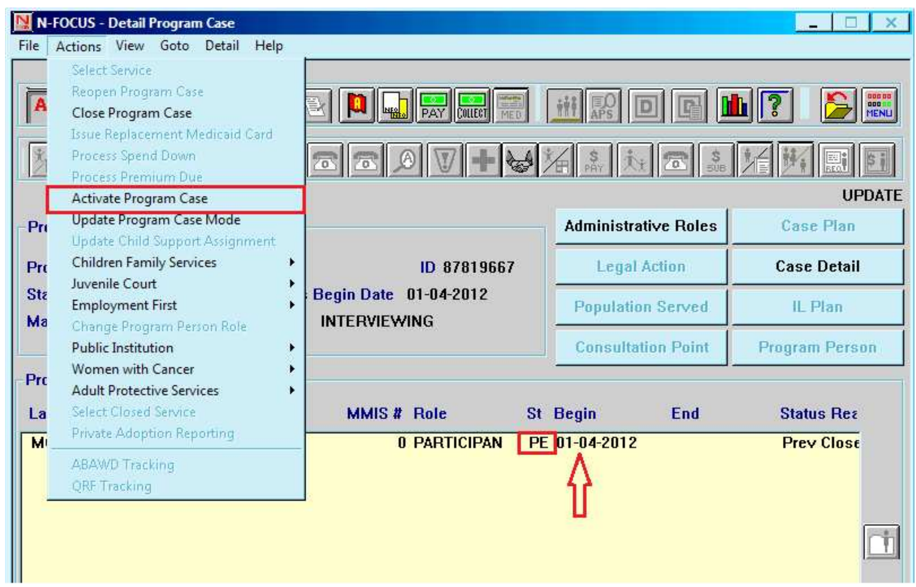


In order to change the Benefit month, do the following:

1. Highlight the field by clicking the drop-down arrow until the field turns blue
2. Change the month, one at a time forwards or backwards, using either your mouse wheel or the up and down arrows.

Activate Program Case for a Future Month (New)

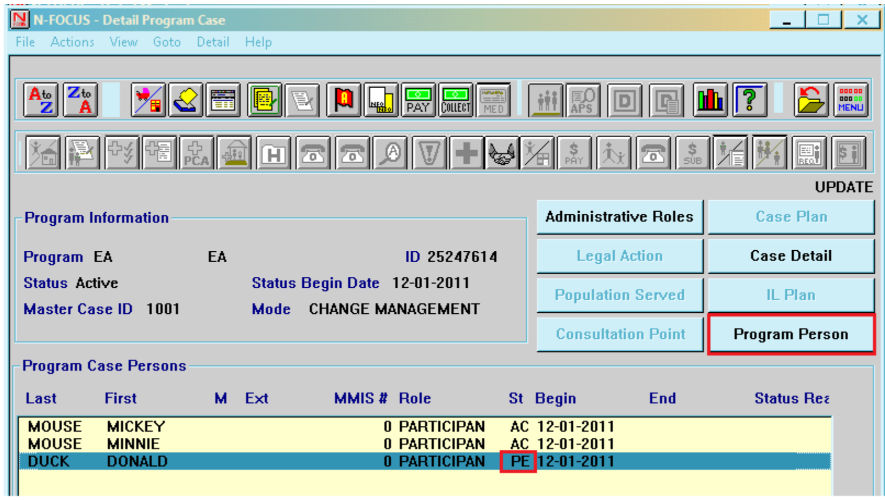
When an SSAD, SSCF, EA (Emergency Assistance) or Waiver Case related to a CFS MED Case is added in Pending Status, the Pending Case can now be activated, for a future month, from the Detail Program Case Window, Actions>Activate Program Case. This action will activate the case as of the Begin Date indicated.



Activate Program Case Person (Tip)

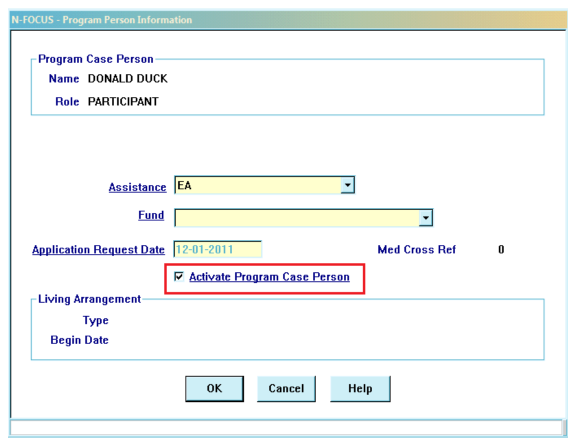
When a person is added in Pending Status to an Active Case, you cannot activate the Person by using the Actions>Activate Program Case option. To activate a Pending person in an Active case follow these steps:

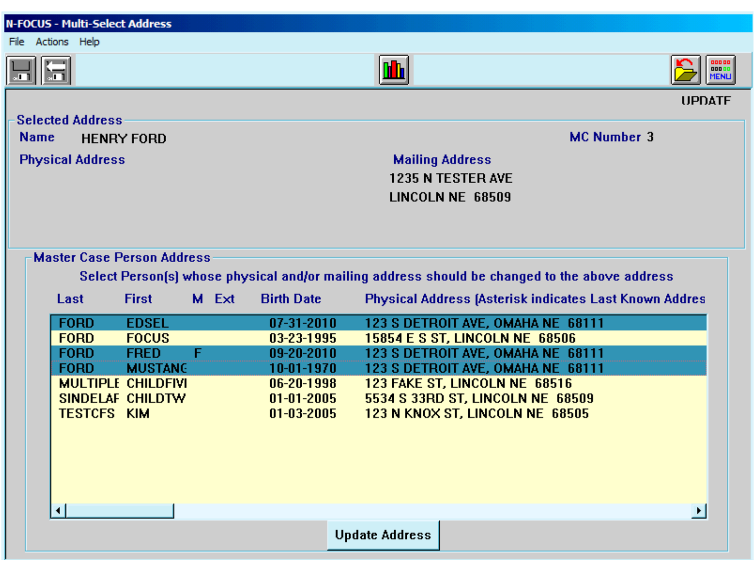
1. Select the Program Case Person.
2. Click the Program Person button.
3. Enter information in the Assistance and Fund fields as appropriate.
4. Select the Activate Program Case Person option.
5. Click OK.



Multi-Select Mailing Address (Change)

When adding or changing a person's mailing address, you will now be able to multi-select other person's within the Master Case who have the same Mailing Address.





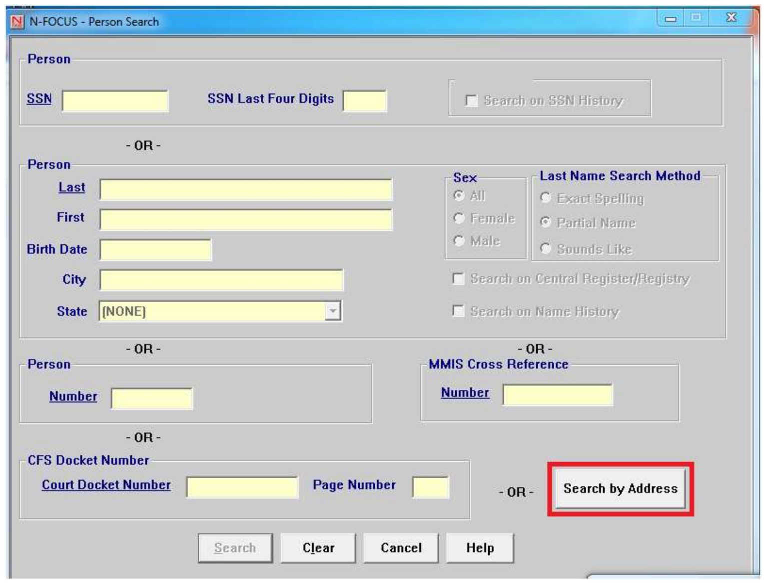
Search for Person(S) By Address (New)

Search by Address is now available through the Person Search window. This address search will display any person who has ever lived at this address. The person may or may not be at this address anymore. The address search should not be considered verification of a person's address.

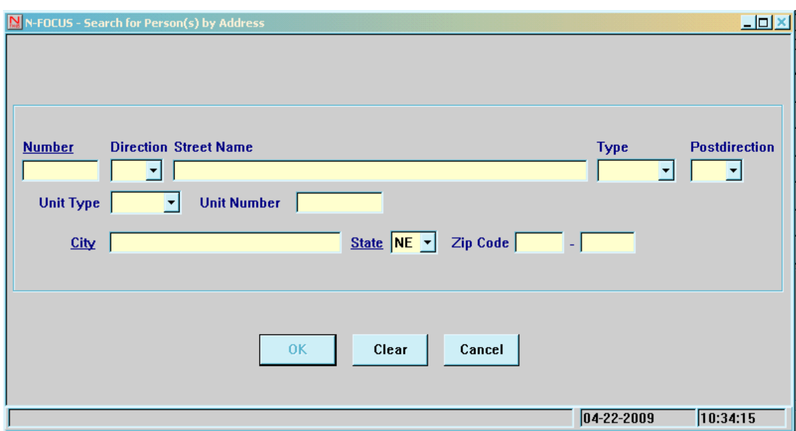
Note: Addresses are not end dated in NFOCUS unless an address is changed /added for a person.

To Search by Address, follow these steps:

From the Detail Person Search window, click the Search by Address button.



The Search Person(s) by Address window displays.

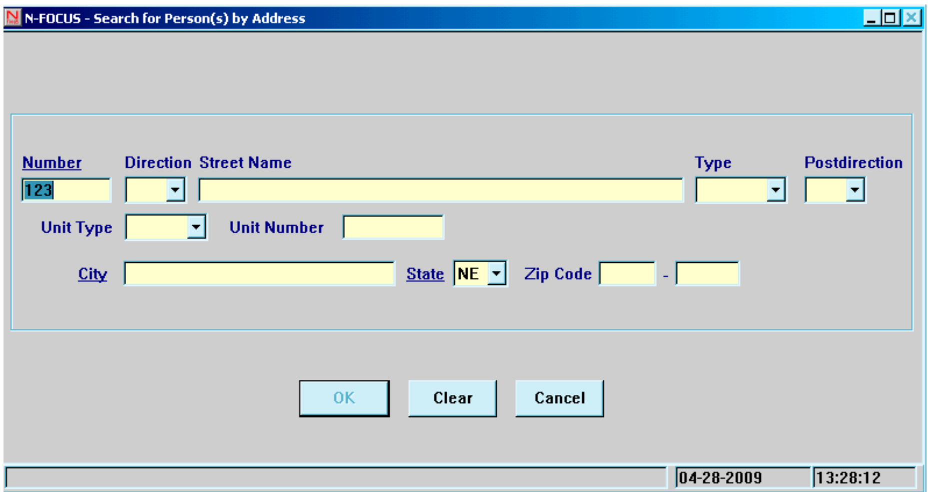


There are two types of searches available, and the type you initiate depends upon the field or fields in which you enter search data:

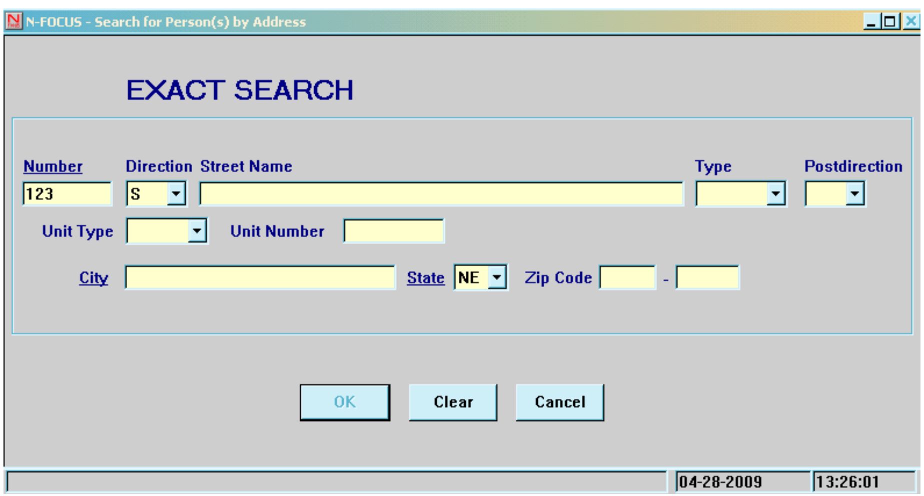
- Non-exact Search when you only have limited sequential data in the Number field plus a City.
- Exact Search requires you to enter data exactly as it displays in N-FOCUS;

Note: When you enter a character into any of the following fields: Direction, Street Name and/or Type, Post direction, Unit Type and/or Number, 'EXACT SEARCH' displays on the window. This indicates than you should attempt to replicate exactly what was previously entered in N-FOCUS.

When entering numbers in the Number field together with City information, the system executes a non-exact search.



Entering a single character in *any* other field other than the Number and City fields discussed above, and N-FOCUS will execute an exact search.



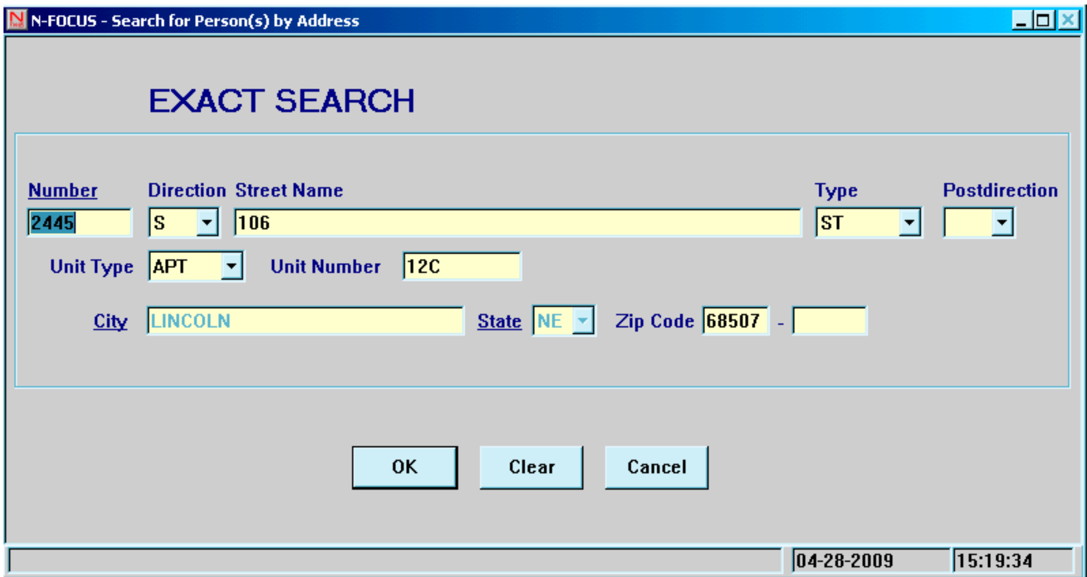
Conducting an Exact Search (New)

Use this method only when you are sure of how the exact address was added to N-FOCUS. For instance, if you are confident the data was entered into N-FOOCUS precisely in the manner you are going to enter the data in the available fields you could use the Exact Search method.

Note: If any character was entered incorrectly or out of order, e.g. including an extra space between two words, a match will not be found.

TIPS for Using EXACT Search (Tip)

When using the Exact Search method, it may be necessary to try more than one combination of search criteria, to find all of the entries. Even though the address may be on the system in some form, you might get a message indicating the address was not found.



EXAMPLE

- If you enter information in all of the fields, as indicated in the above screen print, and you received the message “No address match the specified search criteria”, you might try using just the Number, Direction and Street Name/Type without Unit Type.
    - It is common for people to omit the Unit Type and Unit Number when they report their address
    - You might also try leaving the Street Type field blank as this has also been common

Address Entry Guidelines (Review)

The following guidelines should be followed when entering an address in N-FOCUS:

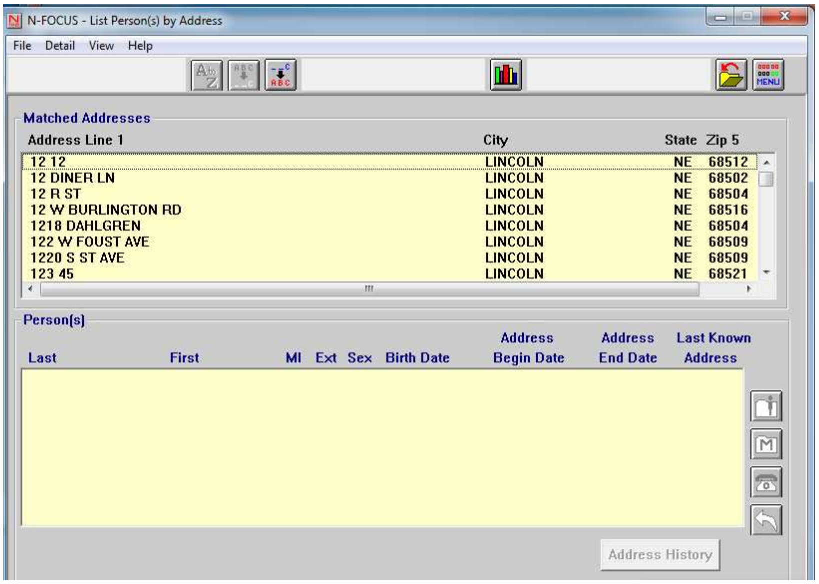
1) Street number in Number field <u>only</u>;
2) Direction in Direction field only;
3) Only the NAME of the street in the Street Name field;
4) Street name TYPE abbreviation in the Type field (there is an extensive dropdown list with the ten most common in the first ten rows;
5) Post direction available as necessary;
6) Utilize the correct unit type and number when they exist in an address;
7) Enter numbered streets without suffixes, for example, use 1 instead of 1st , etc.
8) Avoid symbols, dashes, etc.

Conducting a Broader Search - Non-Exact Search (New)

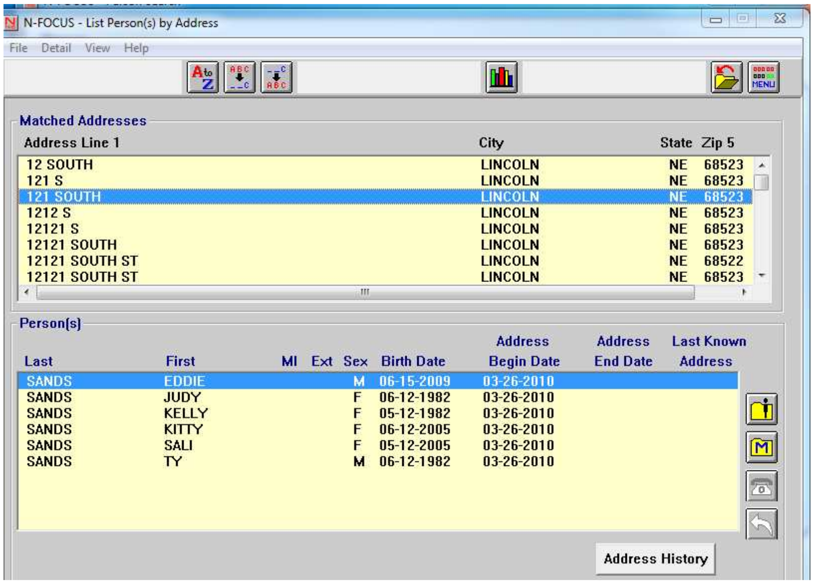
To conduct a broader search by address, enter the first two or three (or more) numbers in the Number field, and the City in which you want to conduct the search. Using this type of broad search will bring up a list of possible matches throughout the city that match the series of numbers you entered within that city.

In the List Person(s) by Address window shown, the worker entered "12" into the Number field for city of Lincoln. The list shows the addresses that begin with "12" in Lincoln.

NOTE: All of the Sort and Filter functions available on this window allow you to modify the display of the Person(s) list box only.



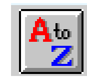
1) To display all persons on the system for a given address, highlight an address from the list Matched Addresses list box.
   A list of persons who are known to N-FOCUS that have lived at the address will show in the Person(s) section at the bottom of the window.



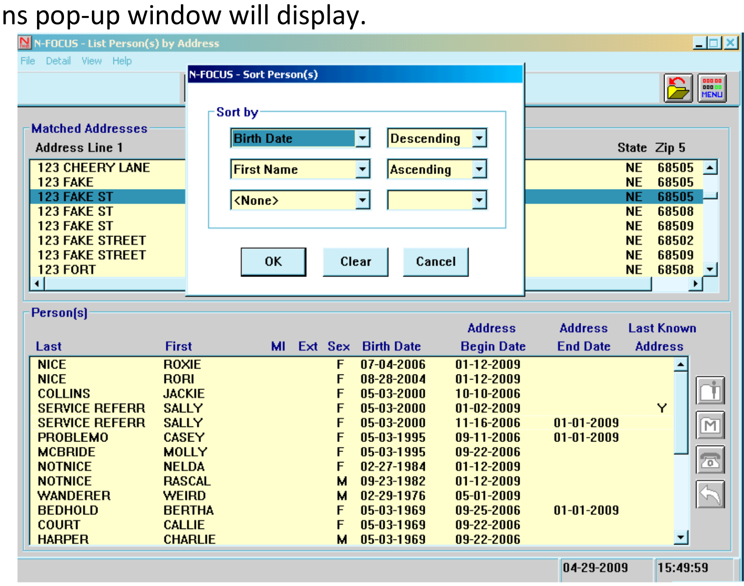
2) Highlight a Person from the Person(s) list box to enable the icons.
    a. The Person icon allows you to go into the Person detail information to determine if this person is a possible match or not.
    b. The Master Case and Intake icon are only enabled when the person you have highlighted is in a Master Case or an Intake. Clicking the icon takes you directly to their information.
    c. The return arrow is never enabled from this search.
    d. Address History will enable when the person selected has an Address History on N-FOCUS

Sort Function (Tip)

To Sort the list of persons who have lived at a specific address, follow these steps:

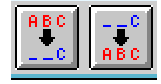


1. Complete your search.
2. From the List Person(s) by Address window, select the address you are researching from the Matched Addresses section.
   A list of person who N-FOCUS shows as having provided us with this address will display in the Person(s) section.
3. Click the Sort icon.
   The Sort Persons pop-up window will display.



4. Select your sort options.
   You can sort by any of the columns listed in the Person(s) section by Ascending or Descending order.
5. Click OK

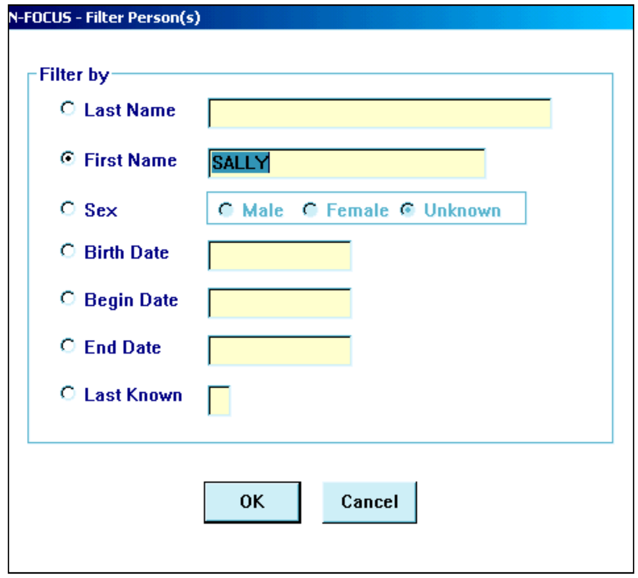
Filter Function (Tip)



The Filter List and Unfilter List icons are also available to help you narrow down the list of Person(s) listed on the List Person(s) by Address window. To use this feature, follow these steps:

1. Complete your search.
2. From the List Person(s) by Address window, select the address you are researching from the Matched Addresses section.
   A list of persons who N-FOCUS shows as having this address will display in the Person(s) section.
3. Click the Filter Persons List icon.
   You can filter the list by any of the columns listed in the Person(s) section of the window. In our example, we are searching for all of the people with the First Name of Sally.
4. Click OK.
   The Person(s) section of the window will now only display the persons who match the filter criteria you indicated.

   Click the Unfilter Persons List icon to again see the entire list of Persons who met your original search criteria.



Child Care Record Keeping – OnBase Enterprise Content Management (Review)

The following information is being provided as a review to previous information you may have received regarding this topic.

Organization Personal Identification Number (PIN) for Child Care Providers (New)

Beginning in November, Child Care Providers will have the opportunity to enter and submit N-FOCUS billing documents and view Explanation of Payments (EOP) documents online via a product called OnBase. In support of the OnBase Claims project, N-FOCUS will create Personal Identification Numbers (PINs) for all Child Care Providers that have at least one active service authorization. A letter notifying the organization of the PIN and instructions for creating an account in OnBase will be created and mailed by OnBase.

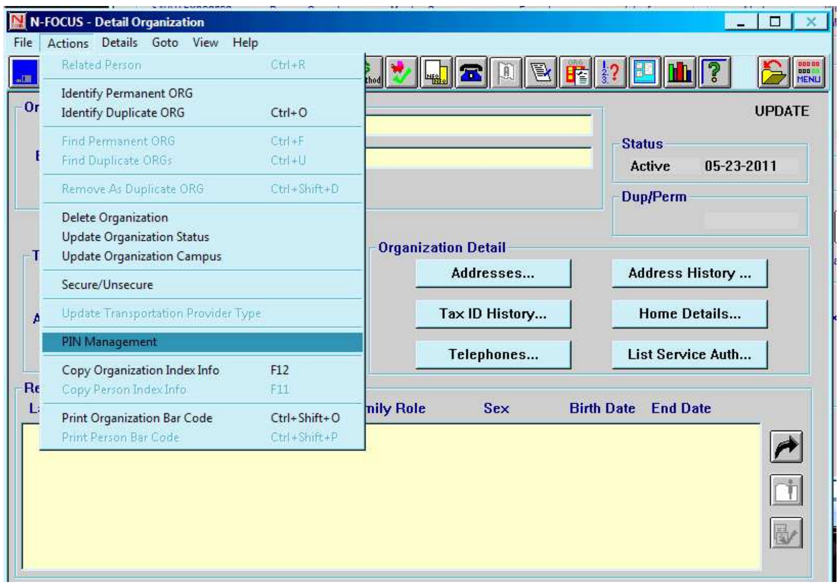
All Child Care providers currently set up to receive batch pre-print N-FOCUS billing documents will be sent to OnBase. Initially, only Child Care Centers will be required to receive billing documents and EOPs electronically. Other child care providers may elect to receive the documents electronically, or continue to receive paper billing documents and EOP statements that will be created by OnBase.

Organization PIN Management (New)

RD Workers and their Supervisors will have the ability to clear existing PIN numbers for any Child Care related owner, provider or payee organization that needs a new PIN. A new PIN will then be created and sent to OnBase overnight (if there is an active Child Care service authorization associated with the organization). OnBase will send a letter to notify the Organizations of the PIN number and how to register online.

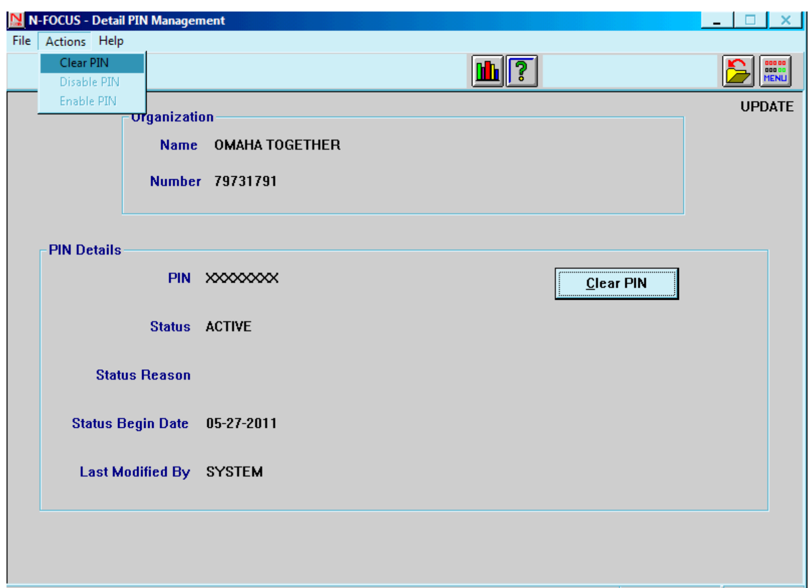
Clearing a PIN (New)

The Organization PIN Management window is accessed via the PIN Management selection from the Actions drop-down menu on the Detail Organization window.



The PIN Management window for Organizations displays the Organization name and number in the top box. Specific PIN Details are found in the bottom box. Organization PINs will be created in Active status. If the Organization representative loses or forgets the PIN and needs it to log into the OnBase system, the existing PIN needs to be cleared so a new one can be created.

To clear the PIN, select the Clear PIN option from the Actions drop-down menu on the Detail PIN Management window.

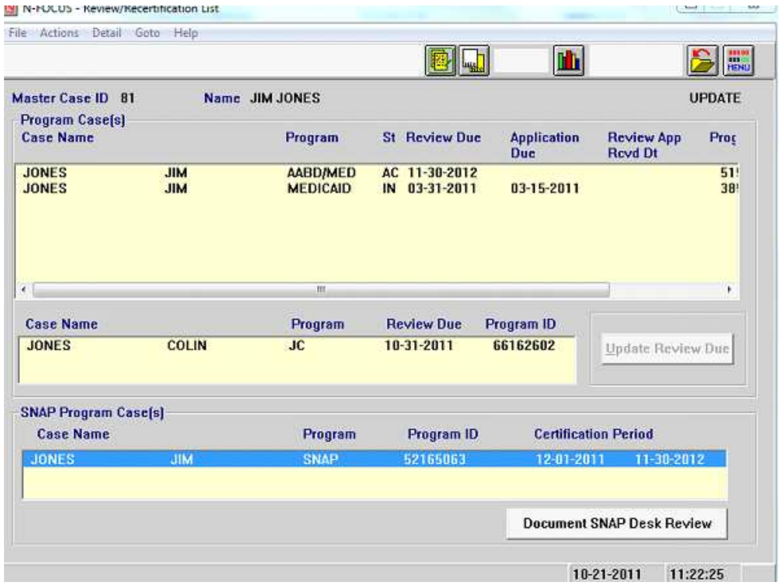


A new PIN will be assigned overnight as long as there is an active CC service authorization associated to that Organization.

In rare circumstances, such as fraud, the Organization PIN will be disabled to prevent further action. The security to Disable or Enable a PIN is limited to N-FOCUS Production Support.

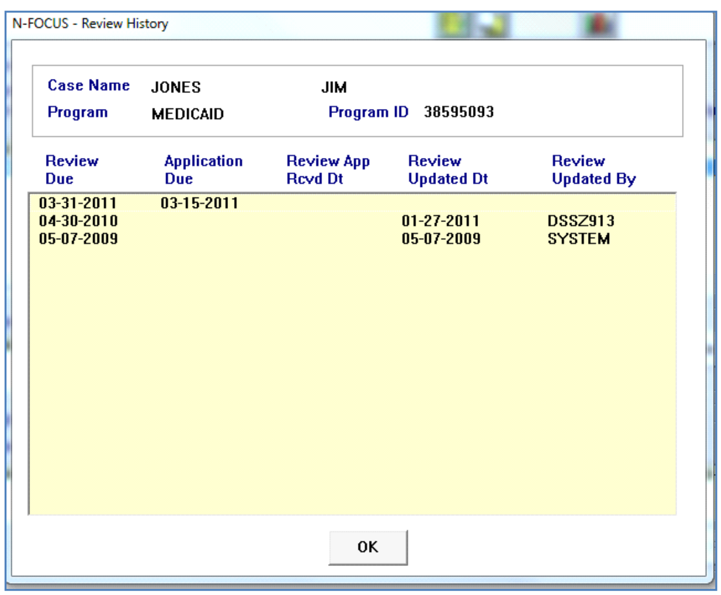
Review/Recertification Tracking (Change)

A Document SNAP Desk Review button has been added to Review/Recertification Tracking. Upon completion of a SNAP Desk Review for Aged or Disabled clients with 24 month certification periods click the button and an Automated Narrative will be created and the SNAP program case Mode will be changed to Change Management.



Review History (Change)

The display in Review History has been changed to make the History more understandable.



Correspondence

Automated Interview Appointment Letter (New)

An Interview Appointment Letter will be automatically generated for Pending cases and cases requiring a Review or Recertification when an Interview is required and the application is tied. For further information regarding this automated correspondence, refer to the Interview Scheduler Window (New) section within this document.

Client Benefit Inquiry – Developmental Disabilities Added (Change)

The Developmental Disabilities (DD) programs are being added to the Client Benefit Inquiry (CBI) on ACCESSNebraska effective with this release. The PIN letter will be sent to these clients so they can view their benefits online.

APS Notice to Perpetrator When Finding = Unfounded (Reinstated)

This notice was discontinued in March 2011. At the request of APS, the correspondence has been reinstated with this release. This notice will be sent when the finding of Unfounded is entered and saved on the Detail Allegation window.

Alerts

The following new alerts and changes to existing alerts will affect both Assigned Cases and cases within the Universal Caseload unless otherwise indicated.

Economic Assistance #386 MESA CC Service Auth (New)

This alert will be created when the Child Care Fee in a MESA authorized Child Care budget is different from the fee in the most current authorized budget, regular or recalc. MESA will do the budgeting and send an Expert System notice; however, the service authorization needs to be updated to reflect the new fee.

Alert Text – MESA – CC has been process for <budget month and year>. There is a change in the childcare fee. Update the service authorization accordingly.

Economic Assistance #389 MESA Worker Request (New)

This alert will replace the MESA Report that indicates Worker Requested Mass Changes not to be processed automatically by N-FOCUS.

Alert Text - The indicator was set to not process these Master Cases through mass change. If these Master cases should be processed through automated mass change in the future, go to the Detail Master Case window, select “Set Mass Change Indicator” under the Detail drop down menu and change to “Process by System”.

Economic Assistance #388 MESA FPL (Change)

This alert will replace the MESA Report. This alert is created when the Federal Poverty Levels are updated and the system detects there could be enhanced eligibility for prior months.

Alert Text – Medicaid case <Program Case ID> needs to have a new budget starting with <mm/yyyy> due to Federal Poverty Level change.

MESA Alert High Priority (Change)

All MESA alerts will create high priority Work Tasks for the Universal Caseload.

Economic Assistance #387 Mail Received Pending SNAP (New)

This alert is created when mail is indexed to a client pending in a SNAP case. The alert will create a high priority Work Task for the Universal Caseload.

Alert Text – Mail has been scanned for one or more persons in the Master Case. Documents may pertain to more than one program case and to more than one person. View by going to Document Imaging.

Economic Assistance #390 Close Qualified Alien

This alert will be created when a qualified alien reaches the end of their qualifying condition.

Alert Text - <First name Last name> no longer meets the immigration requirements of "Qualified Alien" for <Program Type>. Close participant and update immigration status to Ineligible Alien.

Economic Assistance #175 Return 90 Days – No (Change)

This alert displays when a child has been removed from a home and is not expected to return within 90 days. When the Limit to Non CFS check box is selected on the List Master Case Alerts/Work Tasks window, this Alert has been filtered out. Effective with this release, this Alert will remain on the list when the Limit to Non CFS check box is selected.

Alert Text - <Child's Name> removed from home and the plan is not to return the child in 90 days.

Economic Assistance #248 – Age Change (Change)

This alert will now include clients in Subsidized Guardianship and Subsidized Guardianship MED cases who are reaching age 18 and are IV-E eligible.

Alert Text - <ARP Name> will turn <age> on <date>, is participating in <Program Case Involvement>.

Economic Assistance #249 Verify School Attendance (Change)

As a result of the TANF audit, this alert has been changed to provide more direction to the SSW. The following sentence has been added to the alert's long description:

"Must verify school attendance to determine if EF mandatory or if income should be in budget."

CFS #313 Parent Info (Change)

This alert is created from the CHARTS Interface and is intended for CFS workers. When the Limit to Non CFS check box is selected on the List Master Case Alerts/Work Tasks window, this Alert has not been filtered out. Effective with this release, this Alert will no longer remain on the list when the Limit to Non CFS check box is selected.

Alert Text - <Parent Name> is Parent to <Child Name> on CHARTS. Check CHARTS and add parent to CFS case.

Removal of More- and More+ Buttons (Change)

The More- and More+ buttons will be removed from the following Alert windows:

- List Master Case Alerts
- List Program Case Alerts
- List Position Alerts

Electronic Application

Client Benefit Inquiry Log Out Button (New)

A Log Out button is now available for clients when they are logged into the Client Benefit Inquiry area of ACCESSNebraska.

Client Benefit Inquiry (change)

The error/loup some clients were experiencing on the Security Questions page has been fixed.

Electronic Application (Change)

'Do I Qualify' has been changed to allow up to $25,000.00 in liquid resources for SNAP applications due to the Expanded Resource Program.

Clarification to E-Application (Change)

Changes have been made to the questions dealing with Resources, Income, Expenses and Medical in order to clarify to the client that the questions are relevant to anyone in the household and not just to the individual filling out the application.

Resources

In this section, clients will be asked to give information on assets that are available to their household.

Example: If anyone has bank accounts, burial funds, etc. we will ask for the balance, location and account number for each account.

Income

In this section, clients will be asked to give us information on their household's income.

Example: If anyone is employed, we will ask your current wage as well as your employer's name and address.

Expenses

In this section, clients will be asked to give us information about their household expenses.

Example: If anyone pays rent or mortgage, we will ask for the amount and if anyone helps you pay this bill. If you rent your home, we will also need the name and phone number of your landlord. We will also ask about your utility bills.

Medical

In this section, clients will be asked about medical insurance and, depending upon which program they apply for, they may be asked about medical expenses.

Example: If anyone is covered by health insurance, we will ask about the name of the insurance company, policy number, premium amount and who is covered.

Developmental Disabilities Programs

Client Benefit Inquiry – Developmental Disabilities Added (Change)

The Developmental Disabilities (DD) programs are being added to the Client Benefit Inquiry (CBI) on ACCESSNebraska effective with this release. The PIN letter will be sent to these clients so they can view their benefits online.

Expert System

SNAP Expanded Resource Program (New)

The SNAP Expanded Resource Program(ERP) became effective October 1, 2011. SNAP budgeting will now reflect the Expanded Resource regulations. Households eligible for the ERP have a resource maximum of $25,000.00 in liquid resources. Non-liquid resources such as vehicles, property and burial resources are excluded. When workers select and enter 'Other FSP- Countable Resource-' the resources will be counted.

Households with at least one person that is Financially Responsible with the following reasons are **not eligible** for ERP:

1. Intentional Program Violation #1
2. Intentional Program Violation #2
3. Intentional Program Violation #3
4. Sale of Drugs #1
5. Sale of Drugs #2
6. Convicted Drug Felon (SNAP)
7. Trafficking
8. Buying firearms
9. Misrepresenting Identity or Residency Conviction
10. Work Requirement #1 SNAP
11. Work Requirement # 2 SNAP
12. Work Requirement #3 SNAP
13. Ineligible ABAWD

Households that are not eligible for ERP will be tested for eligibility for the regular SNAP resources maximums, $2000.00 or $3250.00.

One and two person households are not eligible for the $16.00 minimum payment in the ERP program. These households will be tested for the $16.00 minimum payment under the regular SNAP resource maximum rules.

Resources will continue to be excluded for TBR households.

All SNAP resource exclusion rules will still apply, for example, resources of AABD, ADC and SSI recipients will continue to be excluded. Property valued at less than $1500.00 will continue to be excluded.

Resources will continue to be excluded for households that are Categorically Eligible.

SNAP Approval Notice (Change)

The following sentence has been added to the SNAP Approval Notice to accommodate the SNAP Expanded Resource Program:

"Your household is authorized to receive information and referral services through the Expanded Resource Program."

Categorical Eligibility Determination (Change)

Workers will no longer determine Categorical Eligibility. SNAP Budgeting will determine Categorical Eligibility for:

- Households in which all Participants receive or are authorized to:
    - Receive SSI benefits and/or
    - Are active participants in an AABD program case and/ or
    - Are active participants in an ADC program case

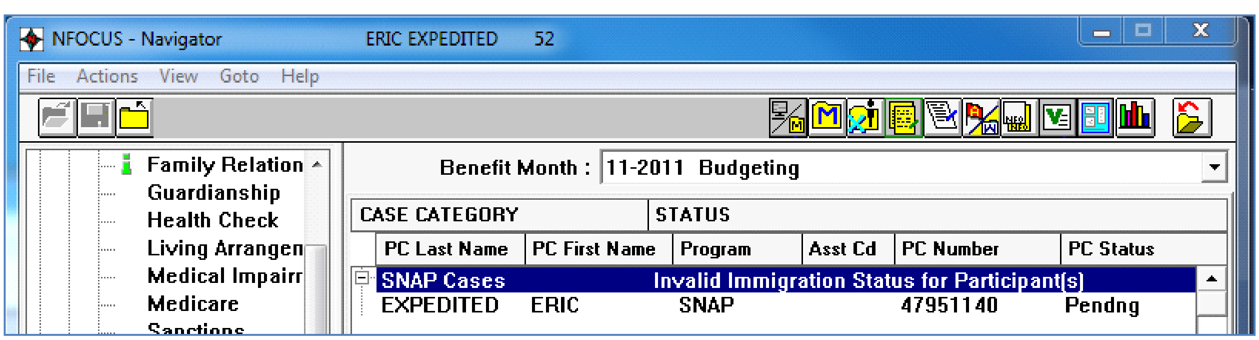
OR

- At least one member is authorized to or receives:
    - ADC Emergency Assistance program case and/or
    - Employment First Services determined the above by having an Employment First (EF) case in Transitional (TR) status.

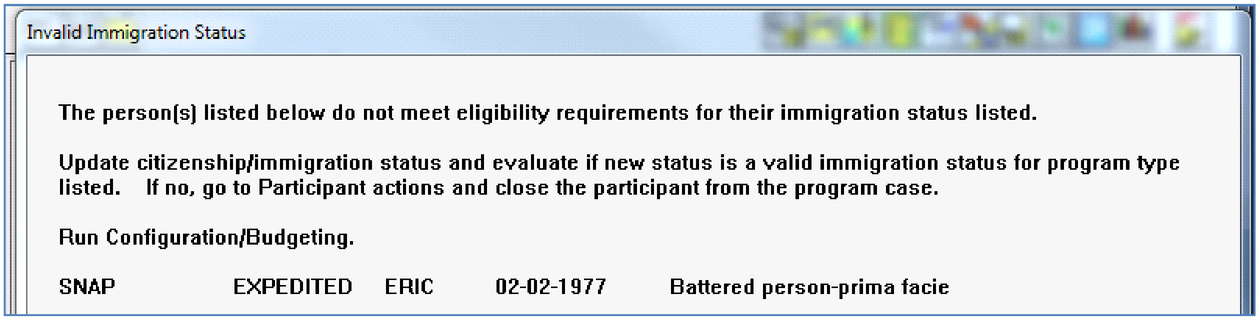
Qualified Aliens in US for Less Than 5 Years (Change)

AABD, ADC, Medicaid and SNAP budgeting will no longer be allowed for Alien individuals subject to the 5 year ban. Individuals subject to the 5 year ban include those with an Immigration Status of Lawfully Permanent Resident, Paroled Alien, Conditional Entry or Battered Aliens who have been in the US for less than five (5) years and do not meet any of the exemption criteria listed later in this section.

In Budgeting the status of 'Invalid Immigration Status for Participant" will display if a participant no longer meets at least one of the requirements to be considered a 'qualified alien'.



Double click on the Message and the following message will display.



The person that does not meet the eligibility requirements will need to be closed out of the program case(s) indicated with the reason of "Ineligible Alien". They will then be in Financially Responsible status. Budgeting will then be allowed to proceed.

Individuals Exempt from the 5 year ban who have an Immigration Status of Lawfully Permanent Resident, Paroled Alien, Conditional Entry or Battered Aliens and meet the following additional criteria:

MEDICAID recipients who are:

a) age 18 (through the month of their 19th birthday) or younger OR
b) Pregnant OR
c) 60 day post partum time period
d) Current pay SSI OR
e) Medicare A or B coverage OR
f) Current Pay Social Security AND
g) a Medical Impairment type of SSI-SSA Disabled or 'SSI-SSA Blind'

SNAP recipients who are:

- Age 17 (through the month of their 18th birthday) OR
- Current pay SSI OR
- Medicare A or B coverage OR
- Current Pay Social Security AND
    - Have a Medical Impairment type of SSI-SSA Disabled or 'SSI-SSA Blind'

Emergency Medical for Labor and Delivery for Ineligible Aliens

A new Medical Impairment type of 'Emer MED/Labor and Delivery' has been added. This is to be used when you are processing a request for Emergency Medical for Labor and Delivery expenses for an Ineligible Alien.

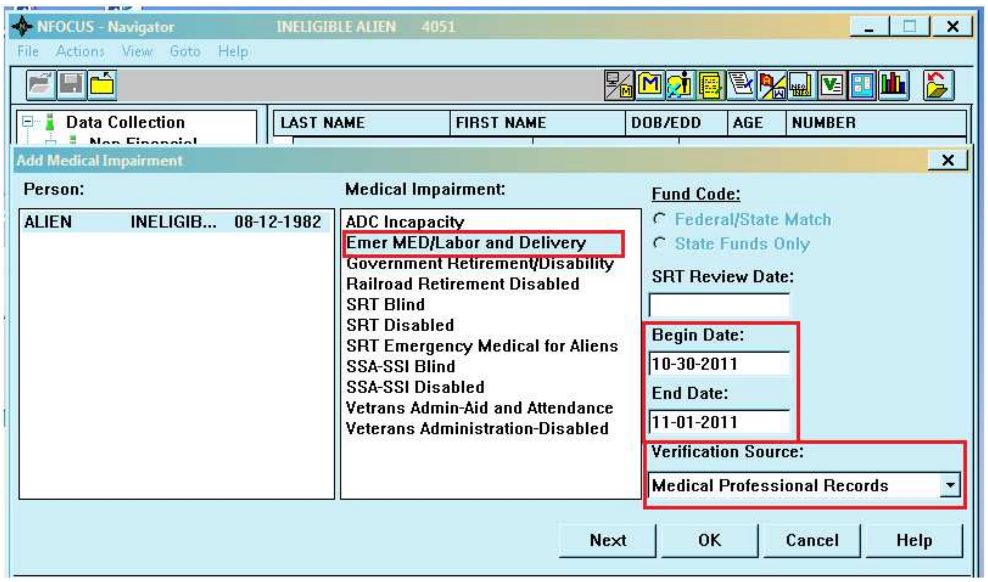
Follow these steps when adding Emergency Medical for labor and delivery for ineligible aliens to N-FOCUS:

1. Enter the Immigrants status as "Ineligible Alien".
2. **MED** Program Case.

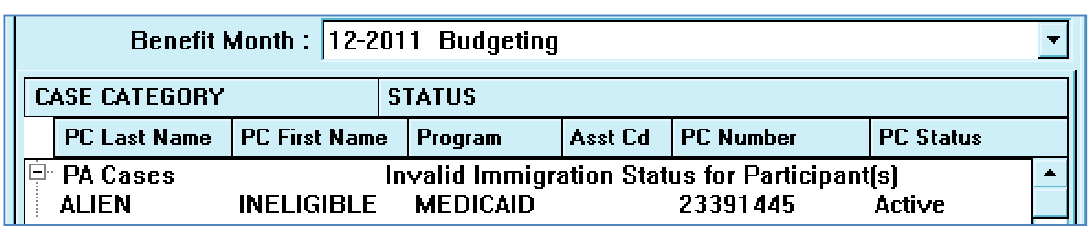
a. **Current Month Eligibility** - Pend the person in a current MED Program Case the red X will remain on Citizenship until the MED impairment data is entered

b. **Previous Month Eligibility** - Pend a **RETRO MED** Program Case

3. Enter the following information in the Medical Impairment Task
    a. Select 'Emer MED/Labor and Delivery"
        i. This will set the MMIS SPI code to "H" (this allows the labor and delivery claims to be paid)
    b. Enter the begin and end dates on the hospital discharge summary.
    c. Select the Verification source



4. Enter Income and Resources
5. **Configuration** - select the Medical Category for the ineligible alien that most closely identifies how they qualify for assistance. Such as:
    a. ADC/MN-Absence for a single parent
    b. ADC/MN-Incapacity or ADC/MN
    c. Unemployed for a two parent family
        i. **NOTE**: Although parental deprivation is not a requirement for pregnant women with income below 185% FPL you must pick the deprivation requirement that would qualify the pregnant woman if the income exceeds 185% FPL.
6. Process the budget for the eligible month or months.
    a. Budgeting will not allow the Ineligible Alien to be processed past the eligible month. Budget Manager will display the message "Invalid Immigration Status for Participant(s).



7. Close ineligible alien in Participant Actions unless you created a RETRO MED
    a. Select the Closure Reason of Ineligible Alien.

    NOTE: If you created a MED case and this is the only person in the case, you must now close the program case in Case Actions
8. When you check the Master Case in go to the program case and make sure the person has the Fund code set to Federal/State Match and is closed for the next month.

Medicare Part A and B (Tip)

When we have a match with Social Security (BDE) the Medicare Part A and B is updated by the system. If there is not a BDE match and you know that the person has Social Security check the CMS Interface to see if they have Part A and B or if they have their Medicare card. If they do, enter Part A and B in the Expert System Medicare Task. The Worker needs to enter the Medicare expense and process budgets so the Buy-In is accreted.

Note: All Railroad Medical must be entered by the worker.

Budgeting (Tip)

- Run budgets from the application month forward running each month. Budgets must be run through the come up month (month after the current month)

If it is an initial budget, retro-medical coverage needs to be considered.

Income Ending (Tip)

- When income is no longer being received, it needs to be closed in the Earned or Unearned Income tasks. Do not exclude it in the Budgeting Calculate Income window.

Calculate Income (Tip)

The Calculate Income window displays when you double click on the Budgeting Task. Income types are calculated separately for ADC, AABD and Medicaid before budgets run. The calculate Income windows then appear for SNAP before SNAP budgets run. Different amounts of income and different calculation methods can be use for each program as dictated by policy. A calculation method must be selected for each instance of income for each program case.

Note: The calculate windows are mandatory when there is a new or changed instance of earned income, fluctuating unearned income, or self-employment ledger since the last authorized budget.

Note: Stable unearned income, (Social Security and SSI) and Tax Return Income are calculated by the system and do not go through the Calculate Income flow.

Note: Unemployment Compensation Payments issued by the State of Nebraska will be interfaced into the Unearned Income Task. All unemployment payments within the date range selected will display to be considered in the budgeting process, including IUC entered by the worker.

Calculate Child Support Correctly in the Calculate Window (Tip)

The Child/Spousal Support Assigned box on the Calculate Income window is used to determine how the Child or Spousal Support should be handled in the ADC or SNAP budget. Checking this box **does not** assign the Child or Spousal support.

Note: The authorization of the ADC grant initiates the automatic process of assignment to the state.

When you anticipate that child support paid will be assigned to the state for the processing month, the "Compare assigned support to budgetary need" box should be checked. This would be the case when there is an ongoing ADC case or when a new ADC case is authorized prior to any Child Support being paid for a given month.

ADC Cases:

When the Child or Spousal Support will be assigned to the state, check the "Compare assigned support to budgetary need" box.

Even though the Child or Spousal support is assigned, you still need to select a Calculation Method. This allows N-FOCUS to calculate the amount of Child or Spousal support the client would receive if the support was not assigned.

If the child support/spousal support is to be counted in the budget as unearned income do not check the "Compare assigned support to budgetary need" box.

SNAP Cases:

If the Child/Spousal Support "Compare assigned support to budgetary need" box is checked, the system will not use the income in the budget.

ADC and SNAP Cases:

When the client has already received Child or Spousal Support for the month you are processing, do not check the "Compare assigned support to budgetary need" box. Select the calculation method and the month(s) of income you wish to use in the budget. The system will then use the Child or Spousal Support as unearned income in the budget.