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# *N-FOCUS Major Release*

## *CFS*

### *March 16, 2014*

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A Major Release of the N-FOCUS system is being implemented March 16, 2014. 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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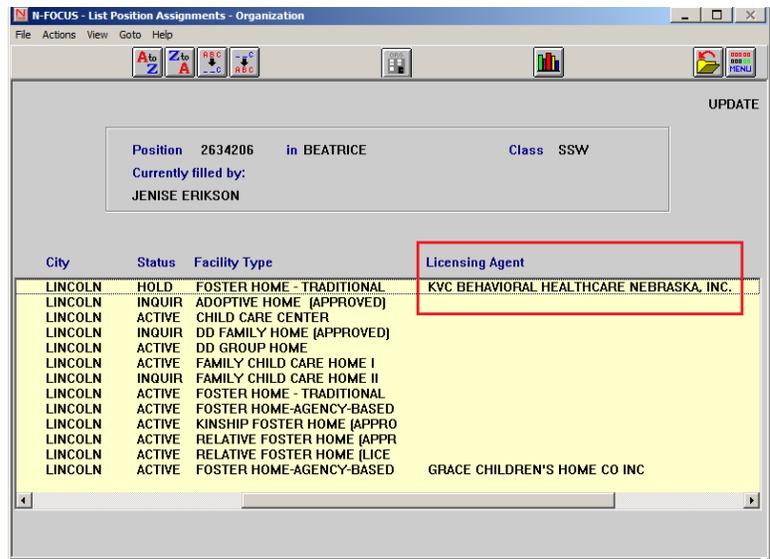
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General Interest and Mainframe

List Position Assignments – Organization (Change)

The Licensing Agent will now display on the List Position Assignments – Organization window. The Licensing Agent will also display on the printed report created from this list window.



## Person Detail (Change)

The Professional Relationships icon has been added to the Person Detail window.

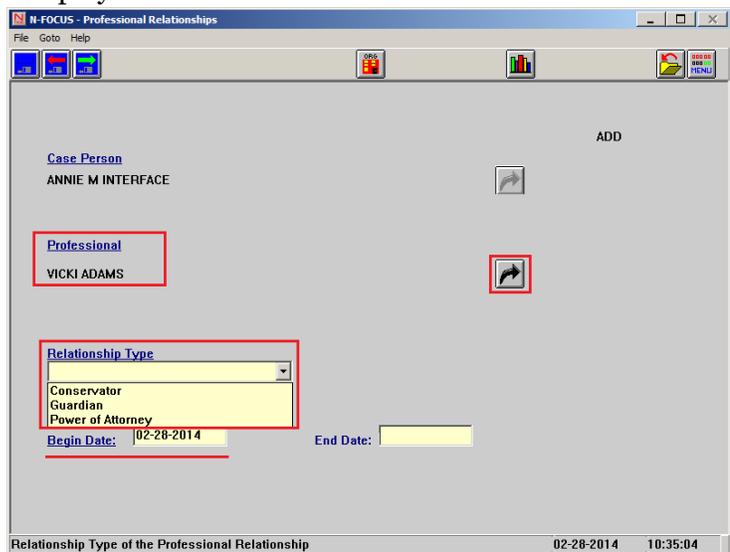


These relationships are different than the program professional relationships used in CFS and APS programs. This new function has been added as a means to readily identify the roles that non-case persons have related to persons on NFOCUS, if relationships exist.

This function will allow for entry of the Personal Details of Conservator, Guardian and/or Power of Attorney (POA), only. These relationships should not be entered unless appropriate supporting documentation is on file. If there are questions as to if a relationship should be entered, you will want to contact your policy program specialists.

To enter these Professional Relationships, follow these steps:

1. Open the appropriate Person Detail Window.
2. Click the Professional Relationships icon.
  - If no Professional Relationship has previously been created, the Professional Relationships window will display.
3. Select the Out Select arrow to retrieve the information.
  - The Person Search window will display.
4. Enter the search criteria and click Search.
  - The Person List window will display.
5. Click the Blue Return Arrow.
  - The Professional Relationships window will display.
6. Select the Relationship Type from the drop down.
7. Enter the Begin Date.
8. Save or Save and Close.



**Note:** If the Case Person already has a Professional Relationship entered, when the Professional Relationship icon is selected, the List Professional Relationships window will display.

- Open the existing relationship by either double clicking on the row on the list or highlighting that item and selecting the Open icon.
- Create a new Professional Relationship by selecting the New icon.

## Correspondence

### APS Victim Notification Letter (New)

Correspondence for APS Victim Notifications will be available to create a letter informing an alleged victim the results of an APS investigation. This letter is only available for APS investigations where there is an allegation of perpetrated abuse, neglect or exploitation. It is not available in assessments of self-neglect. This letter can be printed using the Action menu on the Detail Allegation window and will inform the victim who the perpetrator was, if known, the finding, and show the allegation category of Abuse, Neglect, or Exploitation. It will not identify the specific allegation type. Each allegation type will be displayed on the letter as follows:

- Abuse: Physical Abuse, Cruel Punishment, Unreasonable Confinement, Sexual Abuse, Sexual Exploitation
- Neglect: Neglect, Denial of Essential Services
- Exploitation: Financial Exploitation

### APS Perpetrator Notification Letter (Change)

Correspondence for APS Perpetrator Notifications will change to only show the category of Abuse, Neglect, or Exploitation when informing the alleged perpetrator about the results of an APS investigation. It will no longer identify the specific allegation type. Each allegation type will be displayed on the letter as follows:

- Abuse: Physical Abuse, Cruel Punishment, Unreasonable Confinement, Sexual Abuse, Sexual Exploitation
- Neglect: Neglect, Denial of Essential Services
- Exploitation: Financial Exploitation

### Request for Verification Correspondence Archive (Change)

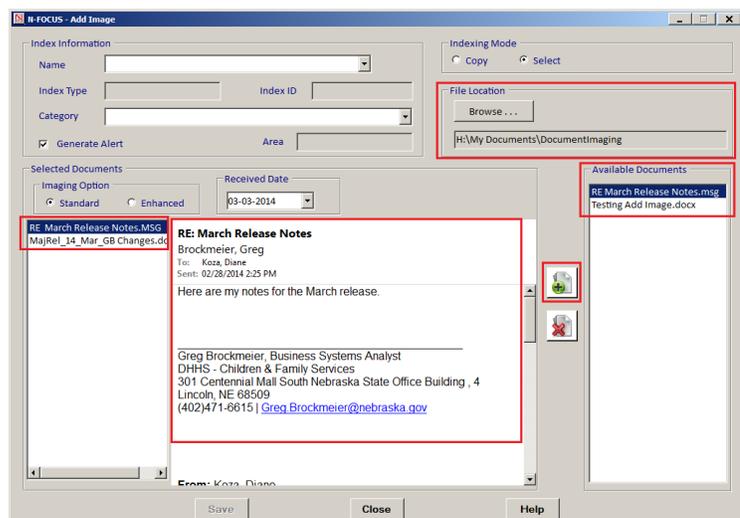
Effective with this release, Request for Verification correspondence will be archived for 12 months from the create date.

## Document Imaging

### Citrix User's Drag and Drop (Change)

Workers who access N-FOCUS via Citrix will now be able to save messages and any attachments received in Outlook then drag and drop them as a group into the Add Image window. To do this, follow these steps:

1. Open Outlook.
2. Select the Message to be brought into Document Imaging.
3. Click File>Save As.



4. Save the file on your C or H Drive.

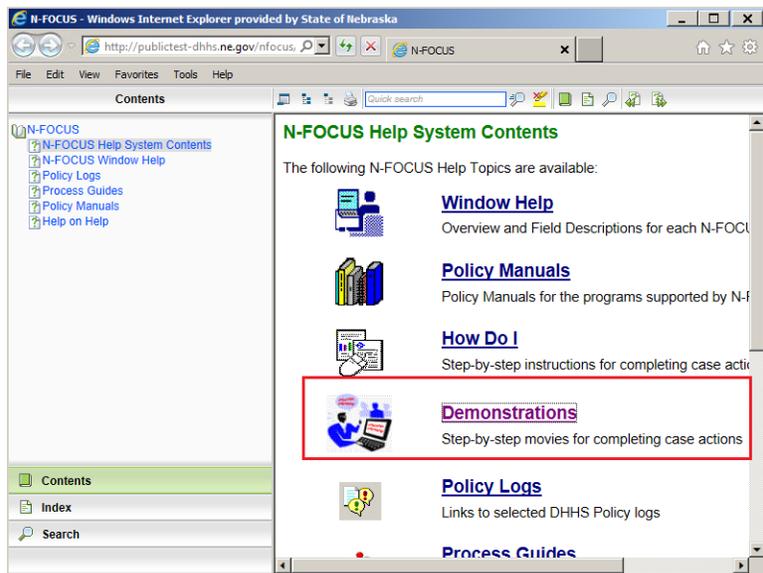
**IMPORTANT:** Any information you save to your C Drive will be deleted when your work station is reimaged. Once the message and/or attachments are moved to Document Imaging, they will be saved on N-FOCUS within Document Imagine.

5. Open the Document Imaging Add Image window.
6. Click the Browse Button.
7. Locate the Document Imaging folder you created.
8. Click OK.  
All of the files you saved to this folder will display on the Add Image window, Available Documents Group Box.

**Note:** As long as you continue to save files you want to add to Document Imaging in the same location, you will only need to **Browse** for the Folder once. Each time you open the Add Image window, the list of files saved to the last Folder you browsed for will automatically display in the Available Documents Group Box.

9. Highlight the appropriate file and click the Add Button.  
If the saved Message has an attachment both the message and the attachment will display in the Group Box located on the left side of the window.
10. Highlight the appropriate file to view the image.
11. Index the image as appropriate.
12. Click Save.

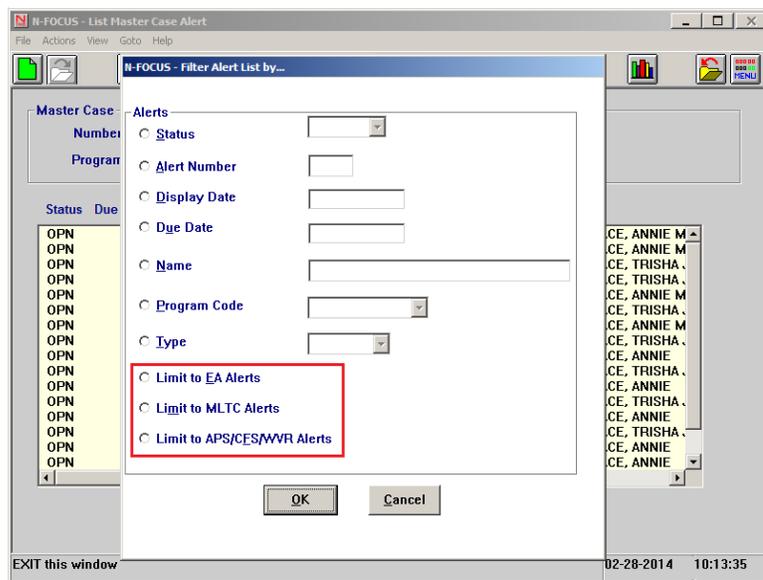
For further instructions regarding the use of Document Imaging, refer to the Demonstrations Help section of N-FOCUS. Demonstrations are located within Help Contents.



## Alerts

### List Master Case Alert Filter (Change)

You can now filter the List Master Case Alert window by Division. To use this filter, select View>Filter from the List Master Case Alert window; the Filter Alerts List by.... will display. Select the appropriate filter and click OK.



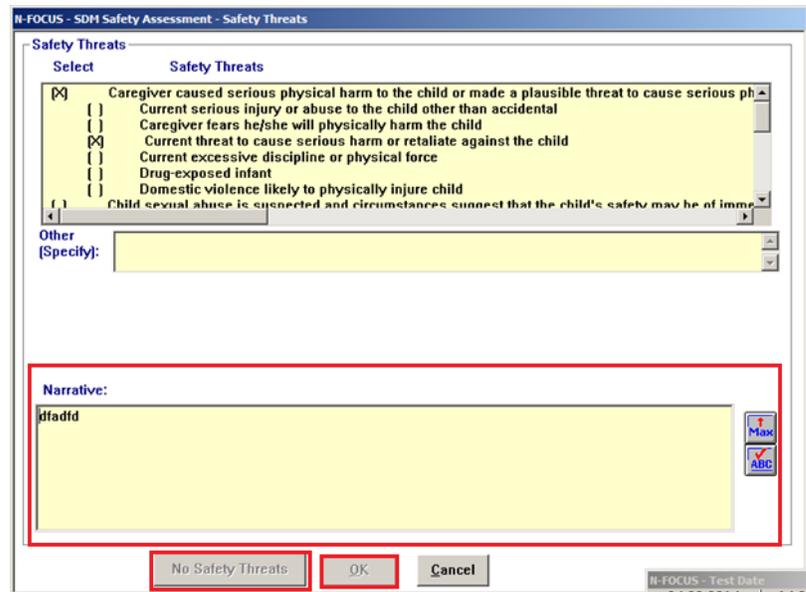
## Protection and Safety

### SDM Safety Assessment Narrative Enhancements (Change)

You will now be able to enter narrative for Child Vulnerabilities, Safety Threats, and Safety Interventions directly on the window where the selections for those items in an SDM Safety Assessment are made. You will continue to have the ability to enter narrative for those items via the SDM Narrative icon that has been used to access the narratives prior to this release. 

Each of the windows for Child Vulnerabilities, Safety Threats, and Safety Interventions has a Narrative section below the selectable vulnerabilities and box to describe and 'Other' selection. When a selection is made and narrative entered the OK button will enable which when selected, will save the selection and narrative.

The Safety Threats narrative will also be saved when the 'No Safety Threats' button is selected. These narratives can be viewed via this window and the SDM Narrative icon.



## SDM Risk Reassessment Narrative Enhancements (Change)

Each question on the Risk Index for the Risk Reassessments will now require narrative. You will be able to narrate for each of these items on the same window that you make your selection for the item.

**N-FOCUS - Detail SDM Risk Reassessment**

File Actions Detail Goto Help

CFS Case Name HAN SOLO MC # 4237 UPDATE  
HH Name LEIA O SOLO Referral Date 09-01-2012

Assessment  
Assessment Date 04-02-2014 ID Nbr 9937012 Risk Index Abuse/Neglect Summ  
Completed By JOSEPH SWIFTY V  
Office AINSWORTH  
Status Draft as of 04-02-2014  
Final Level Scored Level

Recommended Decision

Persons Involved in the Assessment

Name	Role	Birth Date
LEIA O SOLO	Primary Caregiver	05-05-1980
HAN SOLO	Secondary Caregiver	04-04-1974
JAINA SOLO	Child	11-01-1994
JACEN SOLO	Young Adult	11-01-1994

Reviewed By Supervisor On Behalf Of Review Narrative

## SDM Risk Index (Change)

When you select the Risk Index button on the Detail Risk Reassessment window the Abuse/Neglect index will open with the first question and narrative box. You can navigate through the questions by entering in information and hitting 'Save and Next' or scrolling through the question numbers in the drop down for the Abuse/Neglect Questions.

**N-FOCUS - SDM Risk Reassessment - Abuse/Neglect Index**

HH Name LEIA O SOLO ADD

Abuse/Neglect Index

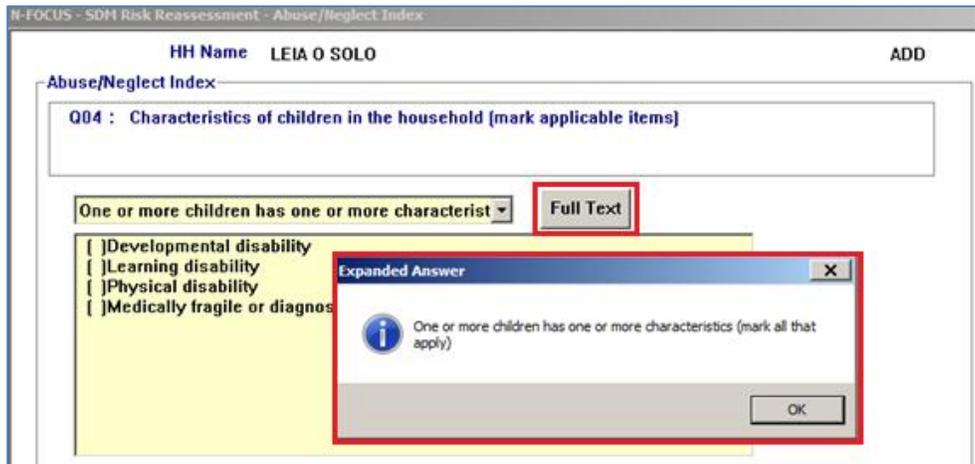
Q01 : Number of prior neglect or abuse investigations of any household adult

Narrative

Save and Previous 01 of 9 Abuse/Neglect Questions Save and Next

Abuse/Neglect Summary Save Save and Close Close Help

For questions in the Risk Index where the answer is longer than is viewable in the selection box, you can select the 'Full Text' to see the expanded answer.

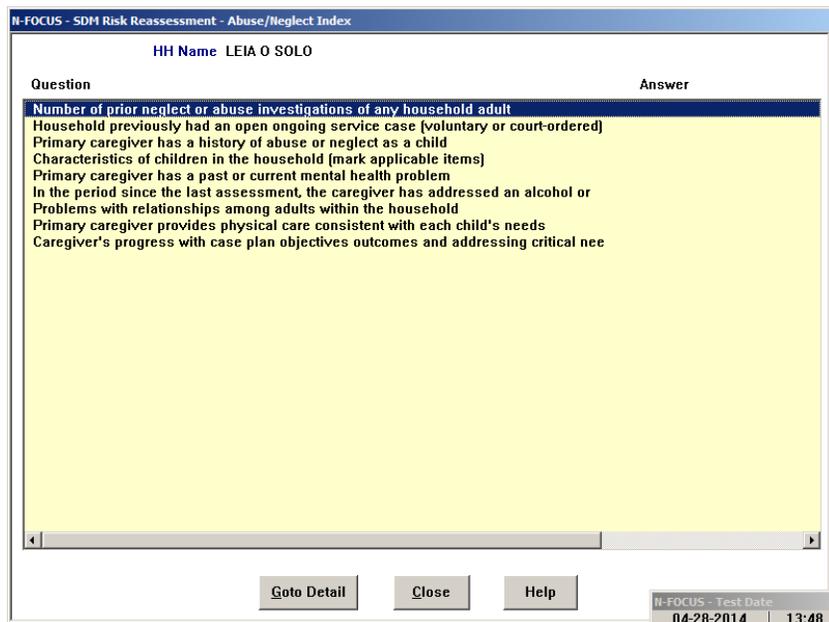


### SDM Abuse/Neglect Summary Window (New)

In the Risk Reassessment, workers will also be able to review the answers to the Abuse /Neglect Index questions on a new Abuse/Neglect Summary window and navigate to each question. This window is accessible by using the Abuse/Neglect Summary button on the Detail SDM Risk Reassessment window.



By double clicking or highlighting and selecting 'Go to Detail' on any of the questions/answers on the summary window, the user will be taken directly to the corresponding window for the question/answer with narrative box.



## SDM Reunification Assessment Narrative Enhancements (Change)

You will now be able to enter narrative each question in the Risk Index directly on the window where they make the selections for those items in an SDM Reunification Assessment. You will continue to have the ability to enter narrative for those items via the SDM Narrative icon that has been used to access the narratives prior to this release.



Each of the questions for Risk Index has a narrative box below the selectable answer. When a selection is made and narrative entered the OK button will enable which when selected, will save the selection and narrative. These narratives can be viewed via this window and the SDM Narrative icon. The question about initial risk level corresponds with the 'Initial Risk Level' narrative, the question about any new substantiation corresponds with the 'Risk Evidence and Observations' narrative, and the question about progress with case plan corresponds with the 'Risk Supports' narrative.

A screenshot of the 'SDM Reunification Assessment - Risk Index' window. The window title is 'H-FOCUS - SDM Reunification Assessment - Risk Index'. It shows household information: Household Name (LEIA O SOLO), Primary Caregiver (LEIA O SOLO), and Secondary Caregiver (HAN SOLO). The 'Risk Index' section contains a question: 'Q01 : Has there been a new Substantiation(In this household) since the last assessment/reassessment?'. The answer is 'No'. Below the answer is a narrative box containing the text 'I like chocolate.' and 'I like chocolate.'. At the bottom of the window are buttons for 'Narrative', 'Save', 'Save and Close', 'Close', and 'Help'. A status bar at the bottom indicates '01 of 3 Abuse/Neglect Questions'.

## SDM Assessment of Placement Safety and Suitability Narrative Enhancements (Change)

You will now be able to enter narrative for Child Vulnerabilities, Safety Concerns, and Safety Interventions directly on the window where they make the selections for those items in an SDM Assessment. You will continue to have the ability to enter narrative for those items via the SDM Narrative icon that has been used to access the narratives prior to this release.



Each of the windows for Child Vulnerabilities, Safety Concerns, and Safety Interventions has a narrative box below the selectable vulnerabilities and box to describe and 'Other' selection. When a selection is made and narrative entered the OK button will enable which when selected, will save the selection and narrative. The Safety Threats narrative will also be saved when the 'No Safety Threats' button is selected. These narratives can be viewed via this window and the SDM Narrative icon.

A screenshot of the 'SDM Assessment of Placement Safety and Suitability - Safety Concerns' window. The window title is 'H-FOCUS - SDM Assessment of Placement Safety and Suitability - Safety Concerns'. It shows a list of safety concerns under the heading 'Select Safety Concerns'. The selected concern is 'Care provider caused physical harm to the child or made a plausible threat to cause physical harm'. Other concerns include 'Any non-accidental injury or abuse to any child in the household', 'Care provider fears he/she will physically harm the child and/or requests removal', 'Threat to cause harm or retaliate against the child', 'Excessive discipline', and 'Use of physical force or corporal punishment'. Below the list are fields for 'Other Safety Concern (Specify):', 'Other Care Concern (Specify):', and a 'Narrative:' box containing the text 'adfds'. At the bottom are buttons for 'No Safety Concerns', 'OK', and 'Cancel'. A status bar at the bottom right shows 'H-FOCUS - Test Date: 04 28 2014 14:00'.

## Kinship Narrative Icon (Change)



The icon Kinship Narrative will now be called Multiple Person Narrative.

## Multi- Person Narrative Required Contacts (Change)

Required Contacts has been added to the Subject Area for Multi-Person Narrative.

**Note:** Multi-Person Narrative was previously known as Kinship Narrative.

Last	First	Middle Name	Ext
BAGGINS	BILBO		
BAGGINS	FRODO		
BOB	BILLY		
GAMGEE	SAMWISE		

All narratives that were documented on the CFS Program Person Information window Required Contacts and Contractor Specific Required Contacts have been moved to the Multi-Person Narrative Required Contacts. Required Contacts will no longer display on the CFS Program Person Information window.

Multi-Person Narratives allows users to attach narratives to more than one person.

## Placements Documented in More Than 72 Hours

State Statute requires that placements are documented within 72 hours. When a placement is documented in more than 72 hours, a pop-up message appears reminding workers that state statute was violated and they need to discuss the issue with their supervisor.

## FCRO Report (Change)

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The FCRO, “Add, Change, Delete Report”, will be updated to include youth who are participating in the new, Youth in Voluntary Services Program.

The FCRO, “Contact Information” window will also be updated to automatically display the Program Case Assignments for the Youth in Voluntary Services Program.