

---

# *NFOCUS Major Release Economic Assistance December 12, 2021*

---

A Major Release of the N-FOCUS system is being implemented December 12, 2021. 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 NFOCUS users should read this section.

**ACCESSNebraska:** NFOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** NFOCUS 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 NFOCUS 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 NFOCUS 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 may be documented in both the primary location that describes the entire process in addition to being in the Alerts, Work Tasks and Correspondence sections. P

Interfaces, Document Imaging and NFOCUS Tips sections will be added as appropriate for the release.

---

## Table of Contents

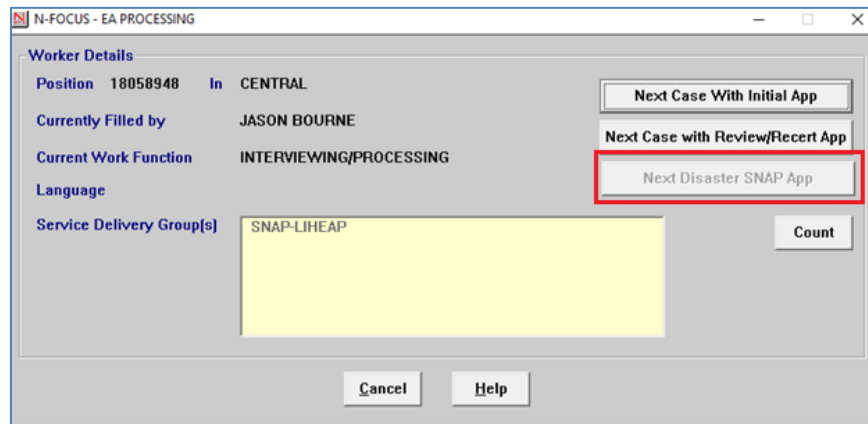
---

<b>General Interest and Mainframe</b> .....	<b>3</b>
DSNAP Processing Queue (New) .....	3
DSNAP Eligibility (Change) .....	5
Child Care Activity Fee (Change) .....	9
Child Care Service Authorization Description Update (Change) .....	9
Web Apps Launched from NFOCUS (Change) .....	9
<b>ACCESSNebraska</b> .....	<b>10</b>
Electronic Applications (Change) .....	10
<b>Alerts</b> .....	<b>10</b>
Alert 9999 – EA Worker Alert Filter Issue (Fix).....	10
<b>Narrative</b> .....	<b>10</b>
LIHWAP Subheading added (New) .....	10
SSAD/PAS Subheading added (New) .....	12
SNAP Replacement Narrative Sub-Headings (New) .....	13
<b>Correspondence</b> .....	<b>14</b>
LIHWAP (Water) Approval Notice (New) .....	14
LIHWAP Water Denial Notice (New) .....	15
SNAP Work Requirement Notice (New) .....	15
Information Texts to SNAP Notices (Change) .....	17
SNAP Simplified Reporting Info Text (Change) .....	18
SNAP Denial of Participant in Current WR Sanction Period (New) .....	19
SSAD Denial Reason Added (New).....	20
Service Authorization Maximum Hours (Fix).....	20
<b>Expert System</b> .....	<b>20</b>
Allow Imposing of CSE Non-Cooperation Sanction on TMA-G Participant (New) .....	20
Low Income Household Water Assistance Program (LIHWAP)/Changes to Other Assistance Task (New) .....	21
SNAP Homeless Shelter Deduction Recalculated Budget (Fix) .....	31
Allow imposing of CSE Non-Cooperation sanction on TMA-G participant (New) .....	31
<b>NFOCUS Tips</b> .....	<b>31</b>
NFOCUS Production Support Hours.....	31
VPN Users.....	31
VLP Request .....	31
BI Portal.....	32

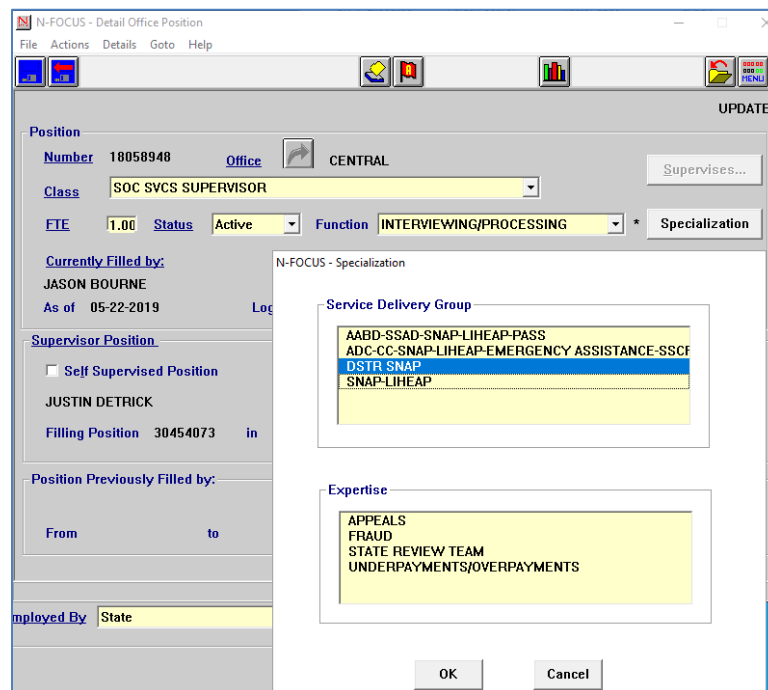
## General Interest and Mainframe

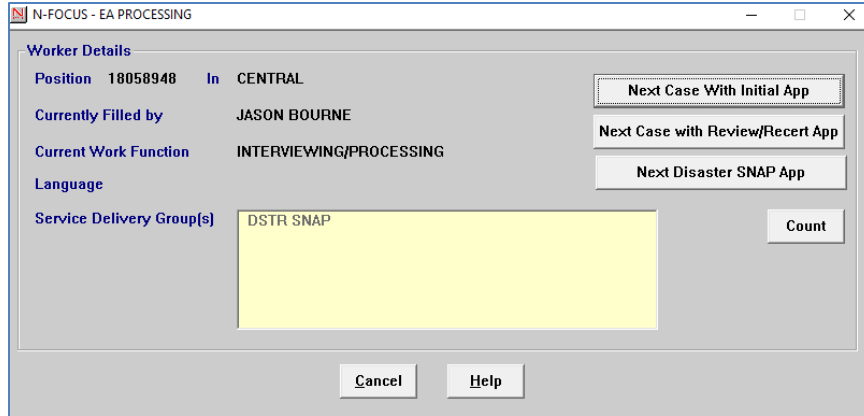
### DSNAP Processing Queue (New)

A Disaster SNAP (DSNAP) processing queue has been created to pull Disaster SNAP applications at the time of deployment of the Disaster SNAP program. Workers will notice that the Next Disaster SNAP App button has been added to the EA Processing window.



This button is only enabled when a worker's function is set at "Interviewing/Processing" and the selected service delivery group is set at "DSTR SNAP". This is a new service delivery group specifically created to pull applications from the DSNAP processing queue.





The DSNAP processing queue has a separate position number from the EA processing queue. Therefore allowing the DSNAP processing queue to be completely separate from the regular EA Processing queue. No pending applications for EA programs will be inserted into the DSNAP Processing queue and no DSNAP applications will be inserted into the EA Processing queue. The DSNAP processing queue position number is 22222222. EA processing queue position number is 11111111.

Assigned to:								
Last	First	Office	Begin	End	Worker Role	Position	Class	Logon
PROCESSI	EA	OMAHA ACC	11-01-2021		PRIM WRKR	11111111	SSW	EPROCES

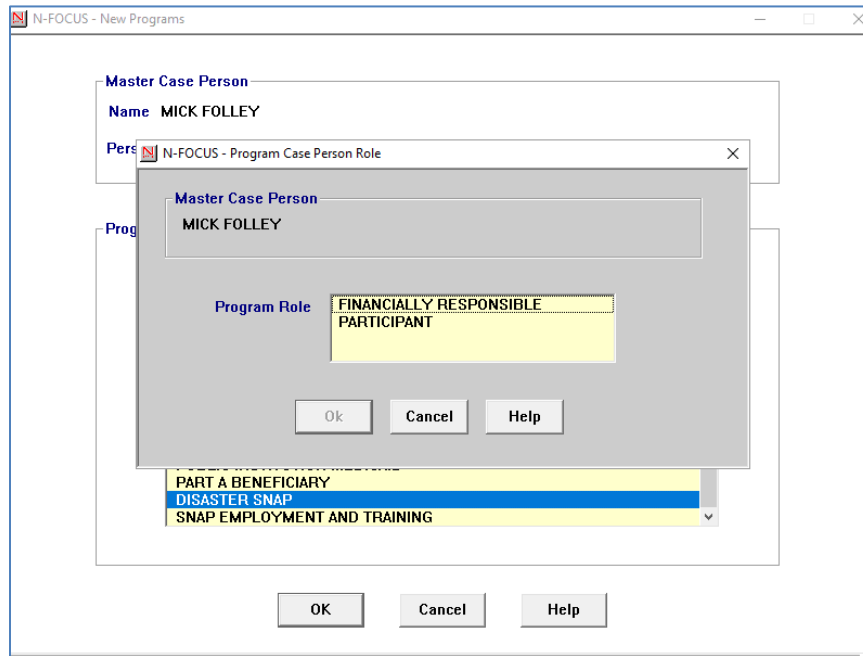
Assigned to:								
Last	First	Office	Begin	End	Worker Role	Position	Class	Logon
PROCESSI	DSNAP	OMAHA ACC	10-28-2021		PRIM WRKR	22222222	SSW	DPROCES

The applications in the DSNAP Processing queue will be ordered by application received date. Therefore the oldest application received will always be pulled first. When pulling DSNAP applications workers will be auto-assigned to the DSNAP case but will not be assigned to any other EA programs in the master case.

## DSNAP Eligibility (Change)

In addition to the creation of the DSNAP Processing queue many changes have also been made to the eligibility portion of Disaster SNAP cases.

When creating a Disaster SNAP Program Workers will be able to select the Role is of each Household member in the Disaster SNAP case. Roles available are either "Participant" or "Financially Responsible".



The Disaster SNAP determine eligibility window has been modified to include an "Update" button. This update button takes the worker to a new window where household members may be added, removed, or have roles changed in the Disaster SNAP Program Case.

N-FOCUS - Disaster SNAP Eligibility Determination

**Household Information**

Master Case: 806  
 Program Case Name:  
 KIM TESTING

Name	Role	Status
KIM TESTING	PA	PE

Unit Size: 1 Update

**Verifications**

Head of Household Identity

Permanent Address

**ADD**

**Eligibility Information**

- Total anticipated income: 0.00
- Total accessible cash resources: 0.00
- Add #1 and #2: 0.00
- Total disaster expenses: 0.00
- Total available funds: 0.00  
[Subtract #4 from #3]
- Maximum gross income limit: 1,848.00  
(Amount from Disaster Table)

Benefit Amount: 0.00  
 Benefit Percent: 100 %  
 Total Benefit: 0.00

Determine Eligibility

11-12-2021 13:44:02

The Update Household pop up window will display.

N-FOCUS - Update Household

Program Case Name: KIM TESTING

Name	Role	Status
KIM TESTING	PA	PE

Add

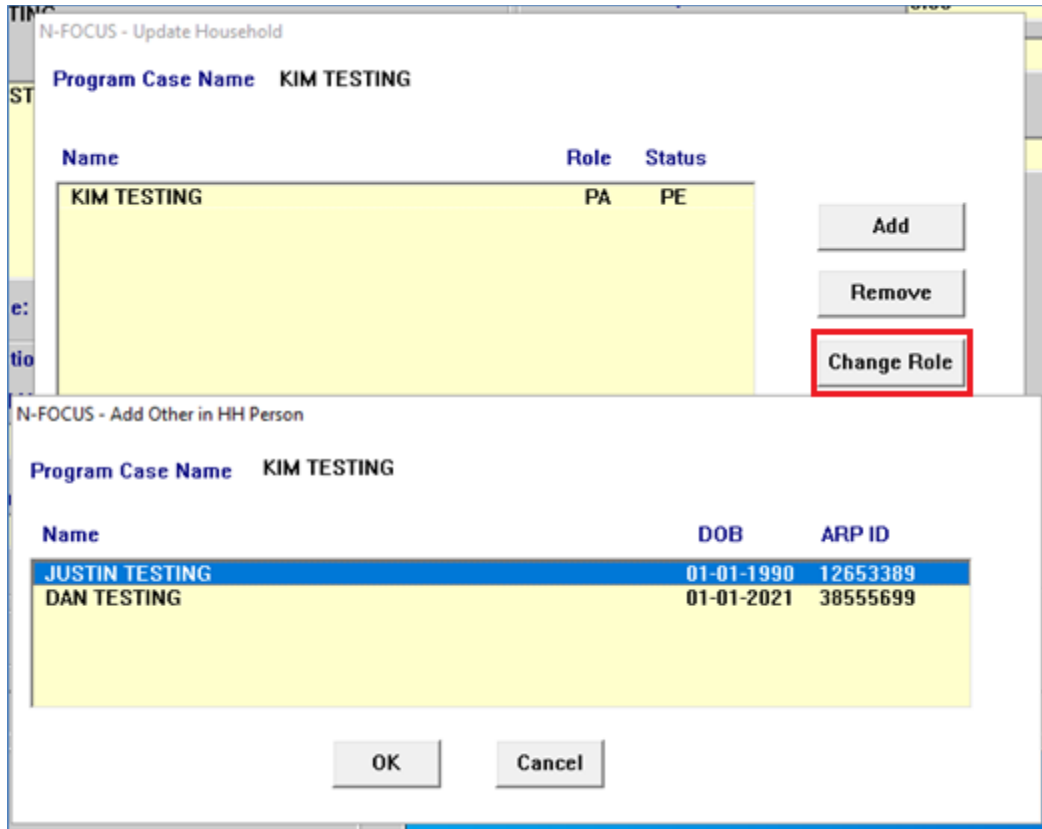
Remove

Change Role

OK

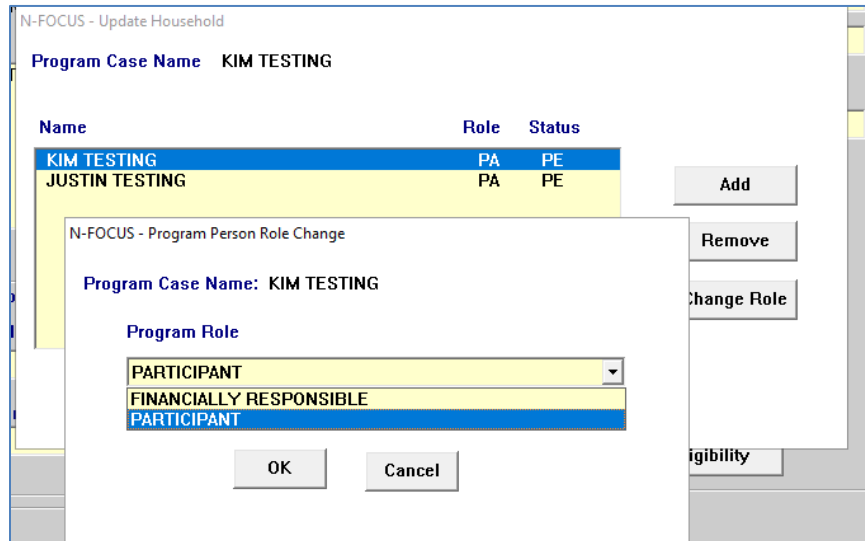
Cancel

Workers may add individuals to the Disaster SNAP Program Case by selecting the "Add" button. This will prompt a selection of individuals that are currently in the Master Case but not included in the Disaster SNAP Program Case.

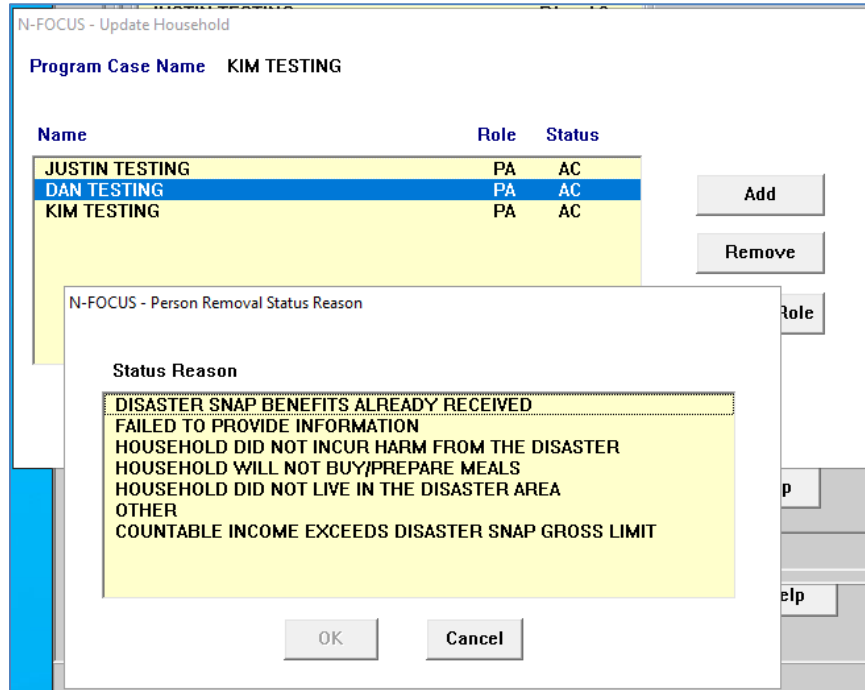


By selecting a Household Member and the Change Role button workers can change the Household Member's Role to either participant or financially responsible.

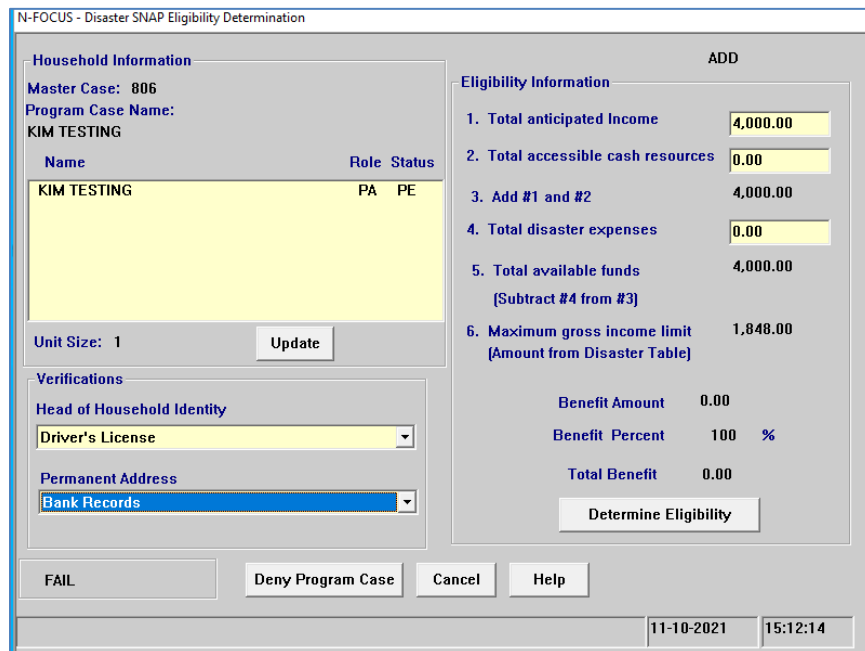
**Note:** The unit size in the Disaster SNAP program case is based upon the total number of household members with a role of Participant.



By selecting a household member and the Remove button a confirmation window will appear asking the worker if they wish to remove the household member. The worker will then be prompted to select a removal status reason for the removed household member.



If the Disaster SNAP Program Case is denied. The worker will be prompted to a notice section where comments can be inputted on the notice by the worker.





Disaster SNAP cases now have the ability to have the budget determined modified or benefits recalculated if changes are needed to the Disaster SNAP budget. These changes may be completed before or after the issuance goes out.

If an issuance has already gone out on a Disaster SNAP budget. Workers may Re-determine the Disaster SNAP eligibility by going to the Disaster SNAP program case detail, actions drop down, Disaster SNAP Re-Determine Eligibility window.

### [Child Care Activity Fee \(Change\)](#)

---

A Service Authorization for Child Care Activity Fee can now be created for a child that is 1 year or older.

### [Child Care Service Authorization Description Update \(Change\)](#)

---

When creating a Service Authorization for Child Care the description now includes the wording "In the event a need for service ends..."

Child Care is authorized for the time both PARENT #1 is NEED FOR SERVICE at PLACE and PARENT #2 is NEED FOR SERVICE at PLACE, up to HOURS/WEEK, including travel time.

In the event a need for service ends, care may continue as authorized for up to 3 months while seeking employment. Bill accordingly to the terms of the agreement for the time the child attends. The Department will pay only for the amount of hours approved above. Care may continue as authorized during a temporary change, not exceeding 3 months.

### [Web Apps Launched from NFOCUS \(Change\)](#)

---

Web apps launched from NFOCUS will no longer display the User ID/Password in the URL.

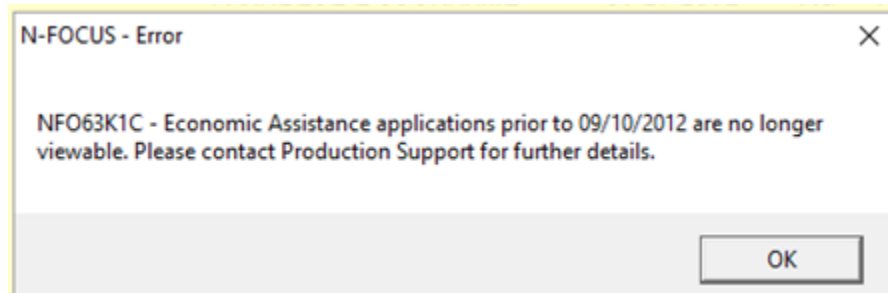
## ACCESSNebraska

---

### Electronic Applications (Change)

---

Electronic EA Applications submitted, pending and/or tied prior to 9/10/2012 will no longer be viewable by workers. The below message will appear:



As the message indicates, workers will need to contact Production Support should they want to view one of these applications.

## Alerts

---

### Alert 9999 – EA Worker Alert Filter Issue (Fix)

---

The issue where the EA Worker Alert was dropping off the list when the Limit to EA filter was applied has been corrected.

## Narrative

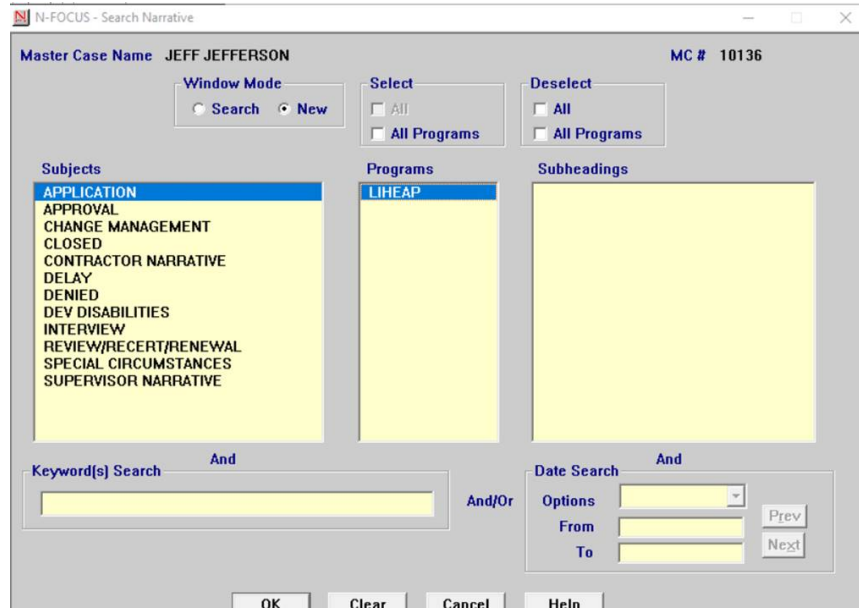
---

### LIHWAP Subheading added (New)

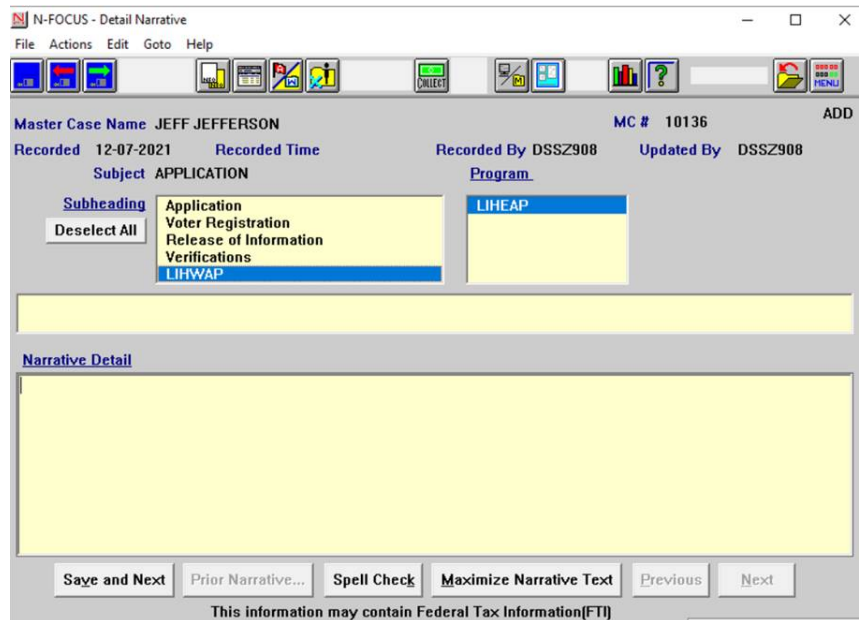
---

A new subheading has been added to allow narratives associated to the LIHWAP Program. In order to add a new narrative to a case related to the LIHWAP Program, you will need to select the appropriate Subject(s) and then select the Program as LIHEAP, since the new LIHWAP program is being managed under the LIHEAP Program in NFOCUS.

See screen prints on the following page.



Under each of the 'Subjects' for a LIHEAP Program narrative, a new subheading of LIHWAP has been added. Narratives relating to LIHWAP can be identified using this subheading.



**Note:** The new LIHWAP subheading will be available on NFOCUS with the December 2021 release, however, no entries should be made under this subheading until policy staff has given clearance to begin using it.

## SSAD/PAS Subheading added (New)

A new subheading has been added for the SSAD and PAS programs for the FA-65 form. In order to add a new narrative to a case related to the FA-65 form, you will need to select the appropriate Subject(s); either Change Management, Interview, or Review/Recert/Renewal.

The image shows two overlapping windows from the N-FOCUS software. The top window is titled "N-FOCUS - Search Narrative" and displays the following information:

- Master Case Name: AABD SUPP
- MC #: 220
- Window Mode: Search (selected), New
- Select:  All,  All Programs
- Deselect:  All,  All Programs
- Subjects list: APPLICATION, APPROVAL, **CHANGE MANAGEMENT**, CLOSED, CONTRACTOR NARRATIVE, DELAY, DENIED, DEV DISABILITIES, INTERVIEW, REVIEW/RECERT/RENEWAL, SPECIAL CIRCUMSTANCES, SUPERVISOR NARRATIVE
- Programs list: AABD/PMT, **PASS**, **SSAD**
- Subheadings: (empty)

The bottom window is titled "N-FOCUS - Detail Narrative" and displays the following information:

- Master Case Name: AABD SUPP
- MC #: 220
- ADD button
- Recorded: 12-09-2021
- Recorded Time: (empty)
- Recorded By: DSSZ921
- Updated By: DSSZ921
- Subject: CHANGE MANAGEMENT
- Program: (empty)
- Subheading: **FA-65** (selected), HH Comp, Identification, Interview Date, Living Arrangement
- Deselect All button
- \*Multi Select\* checkbox
- Narrative Detail: (empty text area)

## SNAP Replacement Narrative Sub-Headings (New)

New subheadings have been added for SNAP replacement narratives for Approvals, Denials and Change Management.

### Approval

Subject APPROVAL		Program
Subheading	Reporting Category	SNAP
Deselect All	Services	
	Other	
	Employment & Training	
	SNAP Replacement Approval	

**Narrative Detail**

Name:  
Verified Hours of Outage:  
Approved amount for refrigerator:  
Approved amount for freezer:  
Amount approved for other:  
Total amount approved:  
Date Notice sent:  
Date Sent to ICC:

### Denial

Master Case Name MARTY GRAVELBIKE		MC # 101	ADD
Recorded 09-02-2021	Recorded Time	Recorded By DSSZ957	Updated By DSSZ957
Subject DENIED		Program	
Subheading	Denied	SNAP	
Deselect All	SNAP Replacement Denial		

**Narrative Detail**

Name:  
Date of Request:  
Address for loss:  
Reason for loss:  
Reason denied:  
Date Notice Sent:

### Change Management

Master Case Name MARTY GRAVELBIKE		MC # 101	ADD
Recorded 09-02-2021	Recorded Time	Recorded By DSSZ957	Updated By DSSZ957
Subject CHANGE MANAGEMENT		Program	
Subheading	Services	SNAP	
Deselect All	SNAP Replacement Ch Mgmt		
*Multi Select*	SNAP Work Requirements		
	Social Security Number		
	Student Status		

**Narrative Detail**

Name:  
Address of Loss:  
Date of loss:  
Reason for Loss: [specify type of disaster]  
Maximum allotment for HH:  
Estimated Value of destroyed food Purchased with EBT in:  
Refrigerator: \$  
Freezer: \$  
Other food loss [Non-perishable foods shall only be replaced if fire/flood, etc.]: \$  
Declared duration of outage:

N-FOCUS - Detail Narrative Text

Name:  
Address of Loss:  
Date of loss:  
Reason for Loss: (specify type of disaster)  
Maximum allotment for HH:  
Estimated Value of destroyed food Purchased with EBT in:  
Refrigerator: \$  
Freezer: \$  
Other food loss (Non-perishable foods shall only be replaced if fire/flood, etc.): \$  
Declared duration of outage:  
Provider of Electricity:  
Collateral Contact:

## Correspondence

---

### LIHWAP (Water) Approval Notice (New)

---

When a worker approves a water budget the following notice will be created in expert.

#### **NOTICE OF ACTION**

#### **Low-Income Household Water Assistance Program (LIHWAP)**

##### **Approval**

Effective 1-2022, your application for WATER assistance has been approved. EAGLE GAS COMPANY will be paid \$150.00 on your account.

You have been found eligible to receive assistance through LIHWAP. Payments will be made to your water utility provider.

By applying for or receiving LIHWAP, the household understands that the information collected for LIHWAP program eligibility and the household's LIHWAP eligibility status may be disclosed to energy programs, water programs, and water utility providers. DHHS may share and use information collected for purposes of evaluating and administering LIHWAP.

**Information about your benefits and answers to your questions are easy to find on the ACCESSNebraska website. Go to: [accessnebraska.ne.gov](https://accessnebraska.ne.gov) and log-in to your account.**

## LIHWAP Water Denial Notice (New)

---

If a worker denies water the notice will generate on check in. It will not be visible in expert.

### NOTICE OF ACTION

#### Low-Income Household Water Assistance Program (LIHWAP)

##### Denial

Effective 01-01-2022, your request for WATER assistance has been denied for the following reason:

**The reason is:**

- Failed to Provide Information

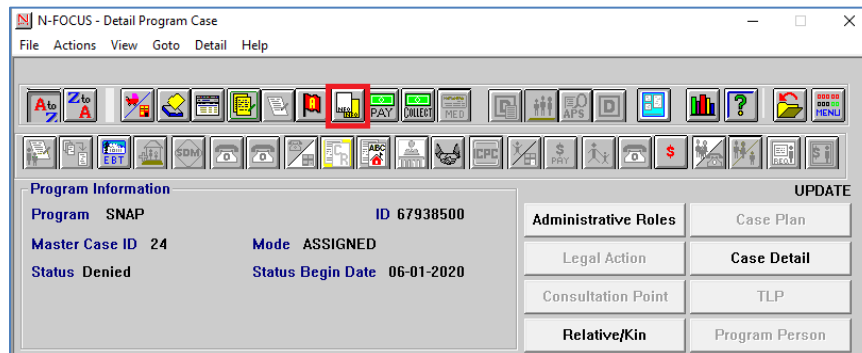
By applying for or receiving LIHWAP, the household understands that the information collected for LIHWAP program eligibility and the household's LIHWAP eligibility status may be disclosed to energy programs, water programs, and water utility providers. DHHS may share and use information collected for purposes of evaluating and administering LIHWAP.

## SNAP Work Requirement Notice (New)

---

The SNAP Work Requirement Notice is automatically created in Expert System. If a worker should need to generate this notice, they can do so by following these steps:

1. From the SNAP Program Case, select the Correspondence icon.

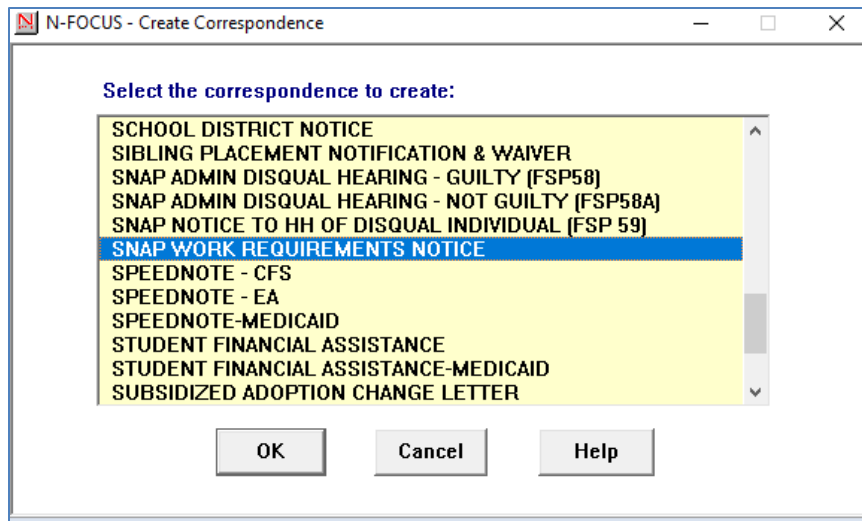


The Search for Correspondence window displays.

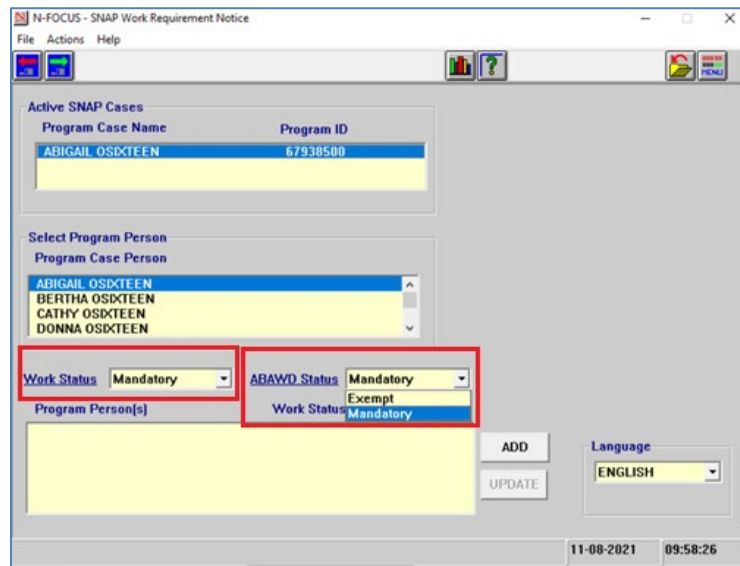
2. Click the New button.

The Create Correspondence window displays.

3. Select SNAP Work Requirements Notice and click OK.



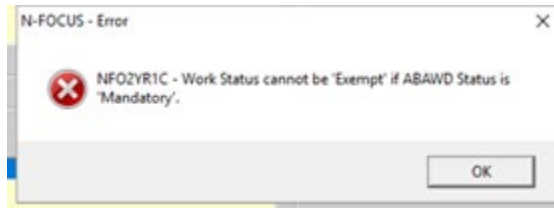
4. Select the appropriate Worker and click OK.  
The SNAP Work Requirement Notice window displays with the Program Case Name displayed.



5. Select the appropriate Program Case Person from the Select Program Person list box.  
**Note:** Persons in the Program Case 16 years of age or older will be displayed.
6. Work Status – select Exempt or Mandatory
7. ABAWD Status – select Exempt or Mandatory

**Note:** If the Worker Status of Exempt and the ABAWD Status of Mandatory is selected, the following error message will display. Select OK and correct the status.





8. The correspondence will display in the List Correspondence window.

PROGRAM CASE	ABIGAIL OSIXTEEN		SNAP	
ID#:	24	ABIGAIL OSIXTEEN		SNAP
Create Date	Type	Sent To	Language	Status
12-22-2021	SNAP Work Requirements Notice	ABIGAIL OSIXTEEN	ENGLISH	CREATED
12-15-2021	Notice of Eligibility	ABIGAIL OSIXTEEN	ENGLISH	PRINT LOCAL
12-15-2021	SNAP Work Requirements Notice	ABIGAIL OSIXTEEN	SPANISH	REPRINT LOCAL

### Information Texts to SNAP Notices (Change)

The following denial/closing reasons have been added to the Information Text to SNAP Notices:

- **Ineligible Alien:**
  - Based on the information provided, you do not meet the citizenship and/or qualified immigrant status for SNAP.
- **Eligible for less than allotment amount:**
  - Due to your household's adjusted net income, your SNAP benefit amount would be less than the minimum amount allowed.
- **Applying for Other Assistance and In other case:**
  - An individual may participate in only one SNAP household in any one month.
- **Failure to provide:**
- A verification request was sent to you, but the requested verifications were either not received, partially received, or unable to be used.
- **Identity not verified:**
- We did not receive verification of identity for the head of household and/or authorized representative.
- **For Approval, Recerts, denials the following E&T info text was added:**
- If you are looking for help with finding a job or gain job skills, SNAP can help. SNAP has the Next Step Employment and Training (E&T) program for clients actively receiving SNAP. To apply, email [dhhs.snapnextstepEandT@nebraska.gov](mailto:dhhs.snapnextstepEandT@nebraska.gov). Services offered can

include Job Search Training, Supervised Job Search, Job Retention, Basic Education, Vocational Training, or On-The-Job Training. Additional programs are offered by local Department of Labor (DOL) office, and you may contact your local DOL office for more about those services. For additional information on DOL programs please visit <https://networks.nebraska.gov/>.

### SNAP Simplified Reporting Info Text (Change)

---

ABAWD information has been removed from the Simplified Reporting wording on notices. The ABAWD information is now found on the NEW SNAP Work Requirement notice. There are no changes to when the Simplified Reporting wording appears on notices. The new arrangement of this section is as follows:

- Your household is assigned to the Simplified Reporting category. You must report to DHHS if your household's income for the month goes above AMT. Income includes gross earned and unearned income before deductions, such as taxes.
- When your household's income for the calendar month goes above [130% FPL FOR HH SIZE] if your household was under this amount when SNAP was approved. Income includes gross earned and unearned income before deductions, such as taxes. If your income was above this amount when you started receiving SNAP, you are not required to report if your income increases. If your income goes below [130% FPL FOR HH SIZE] and then increases to over that amount, you must report when your income goes above this amount the first time it happens during this certification period. (Spanish below)
- If your household includes an Able Bodied Adult Without Dependents (ABAWD) who is working or volunteering, you must report if the ABAWD's work or volunteer hours drop below 20 hours per week averaged over a four-week period.
- Whenever a member of the household wins substantial lottery or gambling winnings. Substantial winnings are currently defined as a cash prize equal or greater than \$3,750 in a single game before taxes or other withholdings.
- All of these changes must be reported within 10 days after the end of the month in which the change occurs. These are the only changes that you must report.
- If DHHS learns about a change from another source, DHHS is required to act on it and make changes to your case. If your income goes down or someone moves into your household, you may contact DHHS to see if you are eligible for additional benefits.
- You are eligible to receive information on services to assist families with children so that children may continue to be cared for in their home. Please call the child abuse/neglect hotline for additional information at 800-652-1999.

## SNAP Denial of Participant in Current WR Sanction Period (New)

### **\*This is for Work Requirement (WR) Sanctions only.**

When a household member is closed for work requirement sanction and they reapply during their sanction period, if they are not eligible to be reactivated in the SNAP case, workers will use Household member in sanction status as the closure reason, the sanction type and Work Requirement (WR) reason must match the WR # and reason on file. This will pull in the current sanction dates on the notice. Selecting the wrong WR # or reason will give incorrect dates. There are no changes to Notice format.

Participant					
RINGNECK	JEB	01-01-1945	15586130	In HH	
RINGNECK	POLLY	01-01-1980	85295325	In HH	
RINGNECK	RAZZY	01-01-2020	14159023	In HH	

Program Case			
RINGNECK	POLLY	AABD/PMT	37555327
RINGNECK	POLLY	LIHEAP	94010116
RINGNECK	POLLY	SNAP	70221395

**Closure Reason:** Household member currently in sanction period

**Sanction Type:** Work Requirement Disqualification #1 (SNAP)

**Work Requirement Reason:** E&T Noncompliance

Date of Death:

**Change selected Participant(s) Household Status to 'Out'?**  
 Yes  No

Program Case Name:

Take action for this month only?  
 Yes  No

Next OK Cancel Help

If the worker selects the incorrect Sanction type or WR reason they will receive this message:

Message!

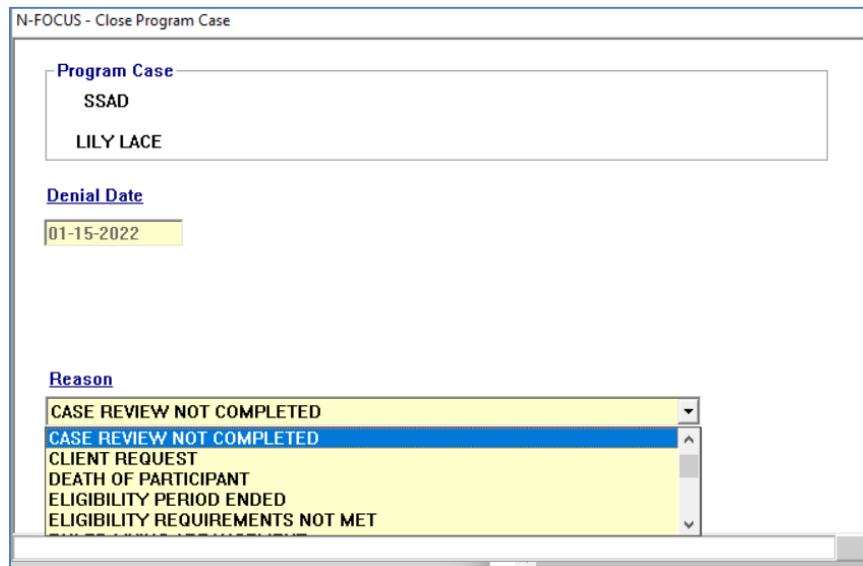
There is no pre-existing Sanction for JANE SOLOMAN that matches these details.  
If you select 'OK' this action will continue.  
If you select 'Cancel' you will return to the open window

OK Cancel

## SSAD Denial Reason Added (New)

---

SSAD has added Case Review Not Completed to the drop down menu. The notice will list this reason along with the NAC reference.



The screenshot shows a web form titled "N-FOCUS - Close Program Case". It contains the following fields:

- Program Case:** A text box containing "SSAD" and "LILY LACE".
- Denial Date:** A date field containing "01-15-2022".
- Reason:** A dropdown menu with the following options:
  - CASE REVIEW NOT COMPLETED (highlighted in blue)
  - CASE REVIEW NOT COMPLETED
  - CLIENT REQUEST
  - DEATH OF PARTICIPANT
  - ELIGIBILITY PERIOD ENDED
  - ELIGIBILITY REQUIREMENTS NOT MET

## Service Authorization Maximum Hours (Fix)

---

When adding 10 hours to the Maximum Hours field on a Service Authorization, the Service Authorization Notice sent to the Provider and Client was showing zero hours. This has been fixed.

## Expert System

---

### Allow Imposing of CSE Non-Cooperation Sanction on TMA-G Participant (New)

---

Logic changes with this release have enhanced updates which were made with the December 2020 changes to imposing or lifting CSE Non-Cooperation sanctions on ADC or TMA-G program cases.

The newly added changes now allow a user to be able to impose the first month of a newly established CSE Non-Cooperation sanction instance on an active TMA-G program. Previously, if the CSE Non-Cooperation sanction had not been imposed on the active ADC program case, the sanction could not be imposed on the TMA-G program case. The logic updates with the December 2021 release now allow you to be able to impose the CSE Non-Cooperation sanction regardless of if the case is regular ADC or TMA-G for the month you are needing to impose the sanction.

## Low Income Household Water Assistance Program (LIHWAP)/Changes to Other Assistance Task (New)

---

A new type of household payment program, Low Income Household Water Assistance Program (LIHWAP), is being managed on NFOCUS through the LIHEAP program as a new request type under the 'Other Assistance' task.

**LIHEAP/LIHWAP policy will be sending out notification to the field instructing as to when the new LIHWAP logic in NFOCUS should begin to be used, along with program specifics. The following release notes explain the changes that will be seen with the December, 2021 major release.**

The changes needed to have the LIHWAP logic ready for use in NFOCUS have resulted in the following changes to the 'Other Assistance' task process.

Previously, when adding a new "Other Assistance" request, the window looked like this:

LIHEAP Program Case:		
CLEVER	JULIE	86467253

Request Date:

Request Amount:

Request Type:

Fuel Type:

Repair Type:

OK Cancel Help

This window has been changed. When you first enter the 'Other Assistance' task you are now presented with a window that looks like this:

Add LIHEAP Assistance Request

LIHEAP Program Case:  
CUJON DENI 1080362

Request Date:

Request Amount:

Request Type:

OK Cancel Help

The user must first make selection of the 'LIHEAP Program Case:'

Once 'LIHEAP Program Case:' has been selected, the 'Request Date:' field is enabled.

Add LIHEAP Assistance Request

LIHEAP Program Case:  
CUJON DENI 1080362

Request Date:

Request Amount:

Request Type:

OK Cancel Help

**Note:** This date can not be a future date. (It is important to enter the correct date that the request was made as this date will be used in reporting and calculating of number of days taken to process a request.)

Once the 'Request Date' has been entered, the 'Request Amount' field will enable.

Add LIHEAP Assistance Request

LIHEAP Program Case:  
CUJON      DENI      1080362

Request Date: 11-19-2021

Request Amount:

Request Type:

OK      Cancel      Help

This field will require an entry in order to save the information. The request amount should be dollars and cents, but if the entered value does not include dollars and cents (\$X.XX) then the system will enter the trailing cent value as .00's. This value can be changed later if an incorrect amount needed was provided initially.

Entry of a 'Request Amount:' value will enable entry of a 'Request Type:'

Add LIHEAP Assistance Request

LIHEAP Program Case:  
CUJON      DENI      1080362

Request Date: 11-19-2021

Request Amount: 125.35

Request Type:

OK      Cancel      Help

The LIHEAP Other Assistance window has been re-designed to now include a request type of "Water" along with the previously existing Other Assistance type of Crisis, Deposit and Repair.

**For Crisis, Deposit or Repair request, follow these steps:**

(The steps/screenshots for Water are outlined after the Crisis, Deposit Repair steps below)

Dialog box titled "Add LIHEAP Assistance Request" with a close button (X) in the top right corner. The form contains the following fields:

- LIHEAP Program Case:** A text box containing "CUJON DENI 1080362".
- Request Date:** A text box containing "11-19-2021".
- Request Amount:** A text box containing "125.35".
- Request Type:** A dropdown menu with a downward arrow. The menu is open, showing the following options: CRISIS, DEPOSIT, REPAIR, WATER.

At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Help".

When a selection of Crisis or Deposit is entered for 'Request Type', the 'Fuel Type:' field displays and is enabled to make a selection, as has been done in the past. Similarly, when 'Repair' is selected as the 'Request Type', the field displays as 'Repair Type' instead of 'Fuel Type'. The Repair option is not shown in a provided screenshot, however, this is also the same functionality as previously in NFOCUS.

Dialog box titled "Add LIHEAP Assistance Request" with a close button (X) in the top right corner. The form contains the following fields:

- LIHEAP Program Case:** A text box containing "CUJON DENI 1080362".
- Request Date:** A text box containing "11-19-2021".
- Request Amount:** A text box containing "125.35".
- Request Type:** A dropdown menu with a downward arrow. The menu is closed, and the selected option is "CRISIS".
- Fuel Type:** A new dropdown menu with a downward arrow, currently empty.

At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Help".



Once the 'Fuel Type' or 'Repair Type' selection has been made, the 'OK' button will be enabled.

The screenshot shows a dialog box titled "Add LIHEAP Assistance Request". It contains the following fields and controls:

- LIHEAP Program Case:** A table with three columns: "CUJON", "DENI", and "1080362".
- Request Date:** A text box containing "11-19-2021".
- Request Amount:** A text box containing "125.36".
- Request Type:** A dropdown menu with "CRISIS" selected.
- Fuel Type:** A dropdown menu with "Electricity" selected.
- Buttons:** "OK", "Cancel", and "Help".

Clicking 'OK' will then save the instance and the user will be able to move on to run the other assistance budget as the process was prior to this release. There is no change regarding budgeting Crisis, Deposit or Repair requests.

**For a Water or Wastewater request, the following steps should be followed:**

The screenshot shows the same dialog box as above, but with the "Request Type" dropdown menu open. The menu items are "CRISIS", "DEPOSIT", "REPAIR", and "WATER". The "Request Amount" field now contains "125.35". The "OK" button is disabled (greyed out).

LIHEAP Program Case:

CUJON	DENI	1080362
-------	------	---------

Request Date: 11-19-2021

Request Amount: 125.35

Request Type: WATER

LIHWAP Service Type:

OK Cancel Help

When a selection of 'Water' is made under 'Request Type', two things occur.

First the 'OK' button is enabled and can be clicked by the user to save the request. If the request is saved here, the water request will not be able to have a budget run as mandatory information is not yet entered. This option has been included in case the applicant does not know who the provider is that needs paid, or what the specific service type is that the payment is needed for. (This is covered later in the instructions)

Second, the new LIHWAP Service Type: field is enabled.

This field allows user to choose which type of service the disconnect is for (Water, Wastewater, Water/Wastewater)

**Note:** *This field does not have to be completed to save the request*

When a 'LIHWAP Service Type' selection has been made, the 'Add LIHWAP Provider' fields are displayed.

Provider Name	Account No.	Begin Date

If a provider with Water or Wastewater as a 'LIHWAP Service Type' has previously been entered on the case, it will appear in the Provider Name box. If the provider is not listed here, you will need to click the 'Add LIHWAP Provider' button and add a provider that is loaded on NFOCUS with the identified 'LIHWAP Service Type'

**Note:** *If looking at an organization/provider, those which are able to be used for LIHWAP requests need to have a 'Fuel Type' that matches the LIHWAP Service Type the request is for in order to be able to be selected as a valid provider.*

*Policy staff is responsible for loading organizations on NFOCUS with the valid 'fuel types'/'LIHWAP Service Types'. If your provider is not able to be selected, you will need to contact LIHWAP policy staff*

Budgeting a Water request is now available as a budget type. The Budget types are in alphabetical order, so you will need to scroll down to find the option of 'Water'.

Select Budget Type and Year

Program Case:  
CUJON DENI LIHEAP 1080362

Budget Type: WATER  
DEPOSIT  
HEATING  
REPAIR  
SUPPLEMENTAL  
WATER

Energy Year:

OK Cancel Help

Select Budget Type and Year

Program Case:  
CUJON DENI LIHEAP 1080362

Budget Type: WATER

Energy Year: 10-1-2021 to 9-30-2022

OK Cancel Help

Upon selection of budget type WATER, you will need to click 'OK'. This will take you to the 'Confirm Provider and Dwelling Type' window below

Confirm Provider and Dwelling Type

**Program Case**  
 CUJON      DENI      LIHEAP      1080362

**Budget Type**  
 WATER

**Provider Information**

Request Dt	Category	FuelType	Repair Type	Amt Requested	Begin Date
11-17-2021	WATER			35.00	

**Dwelling Type**      **Current Address**  
 House      444 W 4 FRDS  
                  OMAHA NE 68124

**Is this information correct?**  
 If not, select Cancel and return to Case Information or Accounts/Provider to make updates.

OK      Cancel

Confirm the information on this screen and click either 'Cancel' to be able to make updates, or 'OK' to proceed.

'OK' will take you to the 'Water Service Status Questions' window below.

Water Service Status Questions

**Have water utilities been shut off ?**       Yes       No

**Does the household have a disconnect or past due notice for water utilities ?**       Yes       No

OK      Cancel      Help

One of two new Water Service Status Questions must be answered YES to enable selection of 'OK' and to allow you to continue budgeting the request. You can also 'Cancel' at this point.

Upon selection of 'OK' the budgeting process will start. If there are income calculations that are needed, you will be taken through the windows needed to select the income to be used.

**Note:** *Budgeting for LIHWAP looks a little different from LIHEAP due to rules for LIHWAP not including income from public assistance grants in the calculations (AABD, ADC, ADC/TMA-G or Independent Living grant payments).*

If budgeting passes, the LIHEAP Budget Amount and Payee window will display.

LIHEAP Budget Amount and Payee

Assistance Request Date: 11-22-2021      Type of Repair: [ ]

Assistance Request Amt: 135.00      Fuel Type: [ ]

Budget Amount: [ ]      Water Service: Water/Wastewater

**SELECT PAYEE:**  
 \* Choose one of the current providers listed below OR select the client shown at the bottom

Org ID	Name	Tax ID
44651984	WATER ONLY	
78201522	WESTERN WATER/WASTEWATER	

Last Name: CUJON      First Name: DENI

OK      Cancel      Help

All available water service providers that match the 'LIHWAP Service Type' on the request will display in the Budget Payee window. You will need to add the amount of the Assistance Request Amount that you are approving to be paid and will need to select the Payee organization to whom the payment will be made.

**Note:** *Regulations of LIHWAP do not allow payment to the client as is possible with other LIHEAP program budgets. As a result, NFOCUS logic will not allow selection of the client name for a LIHWAP payment.*

**LIHWAP Notice of Action creation:**

To create a notice for action taken on a WATER request, the worker will follow the same process as is used when creating a notice for 'Other Assistance' budget types (Crisis, Deposit or Repair). Examples of the new WATER approval and denial notices are able to be viewed in the Correspondence section of these release notes.

It is important to remember that if multiple requests for water assistance are acted on or budgeted on the same day, the notice created on the last action of that day will be the notice that is sent out with the mailing job that night. If, by chance, multiple LIHWAP requests are received (for example client requests help with Water service from one provider and Wastewater assistance from a second provider) and the 2 requests are acted upon on the same day, the resulting notice will only pull in information regarding the last request that was acted on. Policy will be providing information regarding how to handle multiple requests, however, this note is added to let users know what to expect if multiple requests are acted upon in one day.

Water program information has been included in these release notes to inform the field of the availability of the new NFOCUS logic, however, LIHWAP policy staff

will be sending out instruction/direction as to when you should begin accepting requests for water assistance or should begin using this new water budget logic. Policy will also be providing information about maximum amounts available to households, frequency of eligibility and handling of providers.

### [SNAP Homeless Shelter Deduction Recalculated Budget \(Fix\)](#)

---

The Budgeting issue with the SNAP Homeless Shelter Deduction being calculated into recalculated budgets after the Homeless Shelter Expenses are closed has now been fixed.

### [Allow imposing of CSE Non-Cooperation sanction on TMA-G participant \(New\)](#)

---

With this release have enhanced updates which were made with the December 2020 changes to imposing or lifting CSE Non-Cooperation sanctions on ADC or TMA-G program cases.

The newly added changes now allow a user to be able to impose the first month of a newly established CSE Non-Cooperation sanction instance on an active TMA-G program. Previously, if the CSE Non-Cooperation sanction had not been imposed on the active ADC program case, the sanction could not be imposed on the TMA-G program case. The updates with the December 2021 release now allow you to be able to impose the CSE Non-Cooperation sanction regardless of if the case is regular ADC or TMA-G for the month you are needing to impose the sanction.

### [NFOCUS Tips](#)

---

#### [NFOCUS Production Support Hours](#)

---

N-FOCUS Production Support hours are 7:00 AM CST to 6:00 PM CST. On Tuesday and Thursday of each week we have a Conference call from 8:30-9:30 am Central Time.

#### [VPN Users](#)

---

If you have been switched to a VPN Laptop:

- NFOCUS runs very, very slow using VPN
  - Open NFOCUS through Citrix and it will run at normal speed

If you do not have CITRIX, call the Level One Help Desk (402-471-9069) and ask for CITRIX.

#### [VLP Request](#)

---

A Date of Birth must be entered before a request is made for VLP. If there is no date of birth it will fail and cannot be deleted.

## BI Portal

---

When closing the BI Portal, please select the Log Out in the upper left hand corner of the web site.

