
NFOCUS Major Release

Economic Assistance

April 10, 2022

A Major Release of the NFOCUS system is being implemented April 10, 2022. 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 workers with responsibility for case entry for AABD, ADC Payment SNAP, LIHEAP, LIHWAP, CC, FL, MED, 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.

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

Table of Contents

General Interest and Mainframe.....	3
SSAD Begin Date and Closing Date – New	3
SSAD Closure Reason – New	4
Developmental Disability – Category Codes (Change)	5
ACCESSNebraska.....	5
Released April 24, 2022 Electronic Application – Updates.....	5
Narrative	9
Unclear Information Narrative	9
Correspondence	9
SNAP Verification Received (New)	9
SNAP Income Limit Approval/Change Notices (Change).....	13
Interface	13
SEW Interface Wages Field (Change)	13
IUC Interface (Change)	13
IRS and Tax Interface (Change).....	13
Expert System	14
SNAP Budgeting – Substantial Gambling and/or Lottery Winnings (Change).....	14
LIHEAP Budgeting -Apply earned income deduction on Self- Employment Income (Change).....	15
LIHWAP Budgeting – Categorical Eligibility / Income Test Exemption (Change).....	15
LIHEAP/ Budgeting – Enforce Budget Stop for Non-Repair ‘Other Assistance’ Types if Current IPV Sanction (Change)	17
Child Care Program Mode (Change)	19
NFOCUS Tips	19
Birth of Child Reported.....	19
Pregnancy Reported	19
VPN Users	20
NFOCUS Production Support Hours	20

General Interest and Mainframe

SSAD Begin Date and Closing Date – New

SSAD Program Cases will now auto-default to the first day of the application month:

Program	Assistance	Case Name	St	Stat	Beg Dte	Mode	Program ID
LIHEAP		TEST BOB	AC		01-01-2021	ASSIGN	20468794
SNAP		TEST BOB	AC		10-01-2020	CHG MGMT	4238451
EF		TEST BOB	AC		01-01-2019	ASSIGN	39864315
SSAD	DISABLED	TEST BOB	AC		01-01-2022	ASSIGN	20342642
EF		TEST MOTHER	AC		01-01-2019	ASSIGN	16303113

Relative/Kin

Program Case Persons

Last	First	M	Ext	MMIS #	Role	St	Begin	End
TEST	BOB			0	PARTICIPAN	AC	01-01-2022	

N-FOCUS - Case Detail

Program Information

SSAD DISABLED Master Case 130

Application Received Date: 01-31-2022

SSAD Program Cases will now require the worker to enter the last day of the month for closing date:

Program Case

SSAD DISABLED

BOB TEST

End Date: 03302022

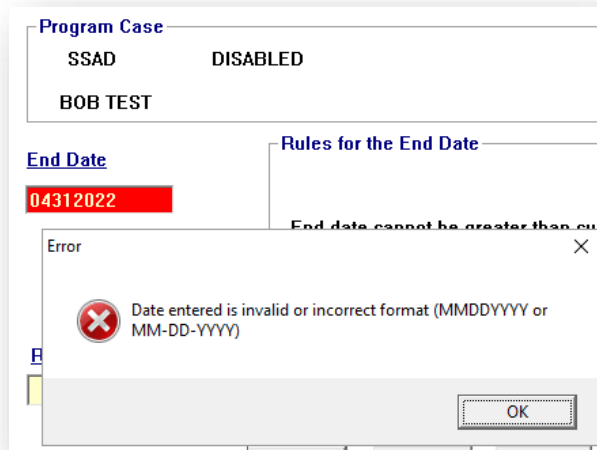
Reason

Error

This program case can only be closed at the end of a month.

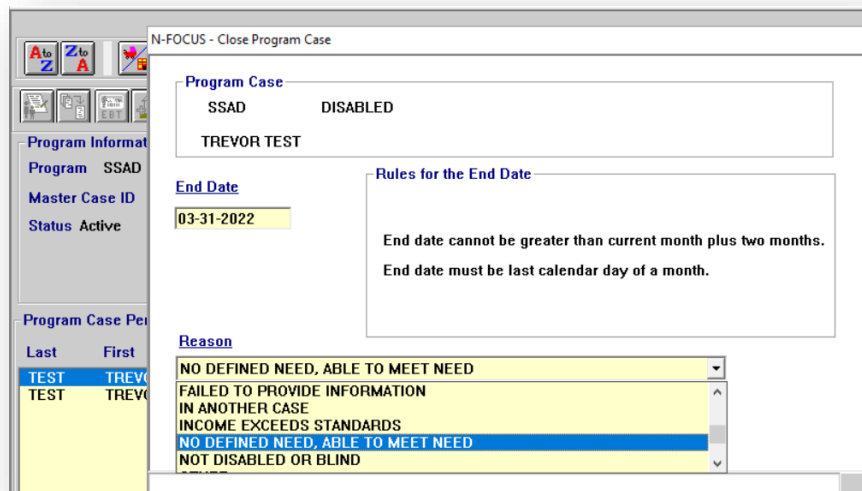
OK

See additional screen print on next page.



SSAD Closure Reason – New

The SSAD program has a new closure reason – No Defined Need, Able to Meet Need. This will help better align with the Notice Template.



Developmental Disability – Category Codes (Change)

The following changes have been made for the following Developmental Disability (DD) Categories:

- The assistance code for the CDD Program has been changed from Priority to Emergency
- The CDD Program also has a new assistance code of Military Dependent

Program Cases			
Program	Assistance	Case Name	
CDD	MILITARY DEPEI	WINSOR	MAY
CDD	EMERGENCY	WINSOR	MILES
MEDICAID	COMBINED	WINSOR	MISSY

ACCESSNebraska

Released April 24, 2022 Electronic Application – Updates

Several updates were made to the Electronic Application to better align with the paper EA-117 application:

1. A General Delivery question was added to the Applicant/Head of Household screen:

Do you need to have your mail sent to general delivery? Yes No

Please provide City/State or Zip Code

City State Zip Code

If the user selects Yes to needing mail sent via general delivery, they will be required to either enter in City and State, or Zip Code. If they fail to meet one of those requirements, they will see the following error message:

Do you need to have your mail sent to general delivery? Yes No

Please provide City/State or Zip Code

City State Zip Code

Please provide City/State or Zip Code

In the scenario above, this error message should prompt the user to either complete the State section, or add Zip Code, since the Zip Code alone meets the requirement.

2. A disclaimer was added under the Parent(s) Outside of the Home question:

Parent(s) Outside of the Home

In order to receive SNAP, ADC or Child Care Assistance, you must cooperate with Child Support Enforcement. If it is determined that a household member is not cooperating, that person will be ineligible for SNAP. If cooperation may result in harm to you or your child(ren), or if you have other good reasons why you cannot cooperate, please let us know. You may be asked to provide evidence in order to show good cause for noncooperation.

Which children have a parent that lives outside of the home?

TEST KID - 01/01/2020

Parent Living Outside of the Home

[Add Parent](#)

The same disclaimer was also added under the Child or Dependent Care/Child Support/Alimony question:

Child or Dependent Care/Child Support/Alimony

In order to receive SNAP, ADC or Child Care Assistance, you must cooperate with Child Support Enforcement. If it is determined that a household member is not cooperating, that person will be ineligible for SNAP. If cooperation may result in harm to you or your child(ren), or if you have other good reasons why you cannot cooperate, please let us know. You may be asked to provide evidence in order to show good cause for noncooperation.

Who pays this expense?

EDD ELDERLY - 01/01/1940

TEST KID - 01/01/2020


Type of Expense

Amount Billed

Frequency

3. A Tool Tip was added to the Boarder question that defines what a boarder is:

Boarder: an individual who either lives in a commercial boarding house or lives with a household and pays reasonable compensation in cash for meals and lodging. A boarder is not considered a member of a participating household and his/her income and resources are not considered available to the household.

Is anyone in the household a boarder? 


Yes No

To display the Tool Tip, the user will hover their cursor over the blue icon. Once the cursor is off the blue icon, the Tool Tip will disappear.

4. A Tool Tip was added to the Disqualified question; LIHEAP and LIHWAP were also added:

Law Violations / Program Disqualifications

Example of disqualification: being found through an administrative hearing or court of law to have intentionally provided false information.

Has anyone in the household been found to have intentionally provided false information (ADC) or TANF, SNAP, LIHEAP, LIHWAP or Child Care Subsidy? 

Yes No

LIHEAP and LIHWAP were added to the Misrepresented Identity question:

Has anyone in the household been found to have misrepresented identity or residence in order to obtain multiple SNAP, Temporary Assistance for Needy Families (TANF), LIHEAP and/or LIHWAP benefits at the same time after September 22, 1996?

Yes No

5. A Tool Tip was added to the Self-Employment question, listing examples of income:

Examples may include: in-home business, farming or ranching, selling goods such as make-up or kitchenware, selling things online or websites such as eBay or Craigslist, providing services such as babysitting, Chore/PAS, adult/child care, cleaning, etc., and/or donating/selling plasma.

Is anyone in the household self-employed? 

Yes No

6. A new question was added to the Income screen regarding Lump Sum Income:

Has anyone in your household received a lump sum payment in the last 30 days? Yes No [?](#)

[Add Lump Sum](#)

With a Tool Tip, listing examples:

This can include: lawsuit or insurance settlements, Social Security, SSI, RSDI, Veterans Benefits, inheritance, surrender of annuity, or life insurance, etc.

Has anyone in your household received a lump sum payment in the last 30 days? Yes No [?](#)

[Add Lump Sum](#)

If a user selects Add Lump Sum link, a new window will open. In order to save a record, the user will need to select who has the income. They will then have the optional fields of description, start date, amount, and frequency:

Lump Sum Income

Who has this income?

EDD ELDERLY - 01/01/1940

TEST KID - 01/01/2020

Description of Income

Date Started

Amount of Income

Frequency

7. A disclaimer was added to the Expenses screen, under the heading:

Expenses

Only reported and/or verified expenses will be counted and used to determine the amount of benefits you and your household members may receive. Please complete sections below based on the expenses you or anyone in the household is billed.

8. The Medical Expenses question now asks if anyone in the household who **is disabled or over 60 years old** has any medical expenses:

Does anyone in the household who is disabled or 60 years or older pay insurance premiums, insurance co-pays, prescription medications, Medicare costs or other medical related expenses? Yes No

9. On the Application Submission screen, there is a new field for Best Time to Call for an Interview:

If the programs you are applying for require an interview, the interview will be held over the telephone. Do you need a face-to-face interview? Yes No

Best time to call for an interview:

This new field will only display if the user selects *No* to the face-to-face interview question.

Narrative

[Unclear Information Narrative](#)

A new narrative subheading of 'Unclear Information' was added to Change Management for the SNAP Program.

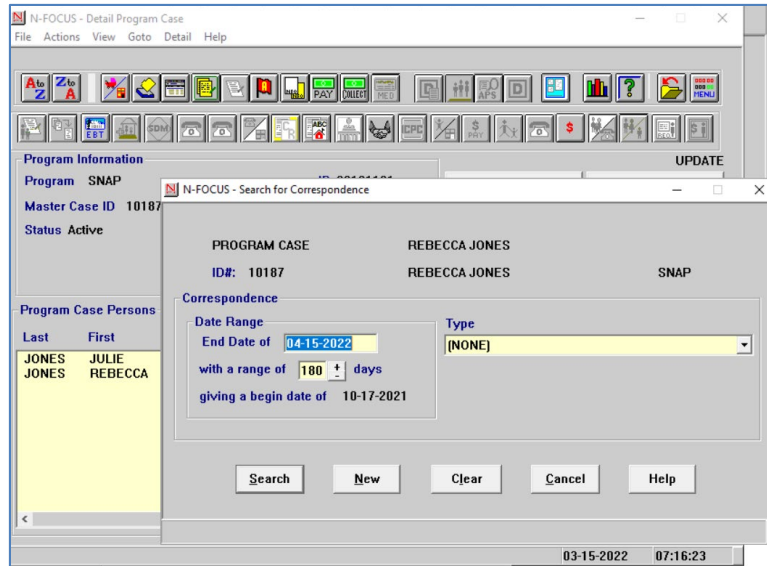
Correspondence

[SNAP Verification Received \(New\)](#)

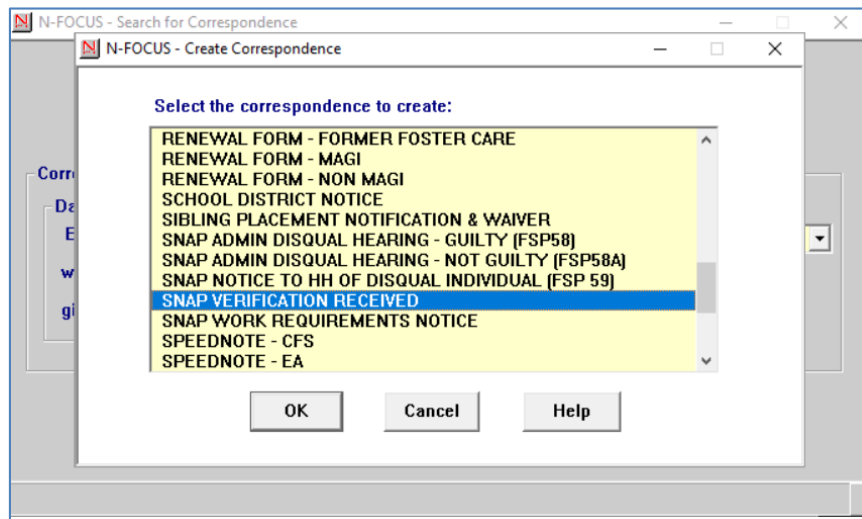
The SNAP Verification Received Notice is located under Correspondence in the SNAP Detail Program Case window.

- Select the Correspondence Icon
- Click the New button

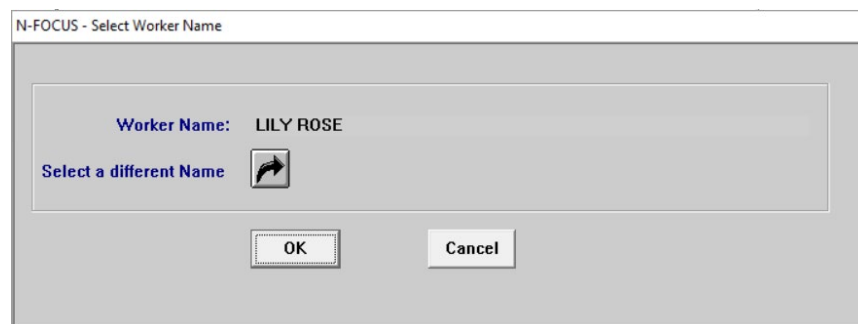
See screen prints on next page.



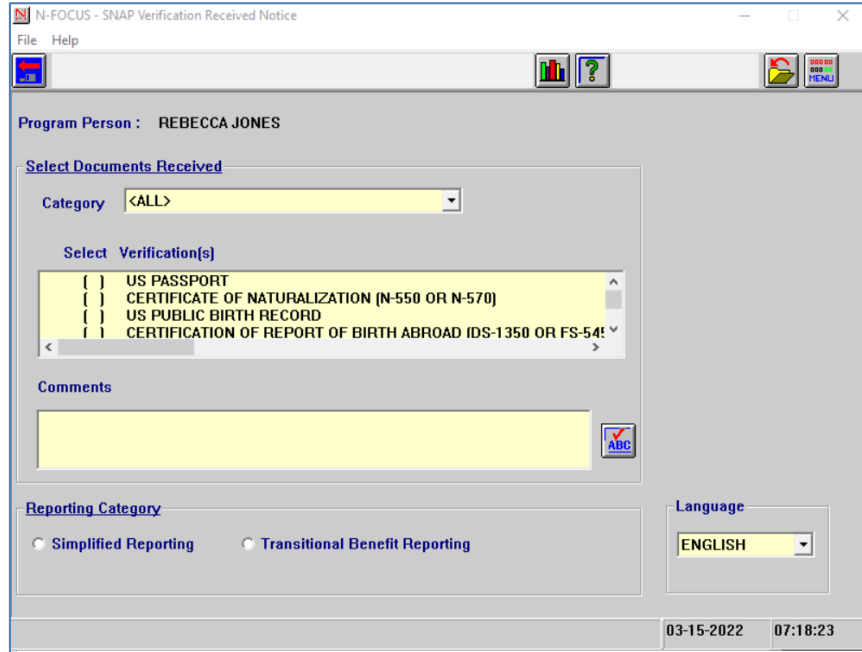
- Scroll to locate the SNAP Verification Received correspondence
- Select the correspondence and click OK



- On the Select Worker Name, select the appropriate worker and click OK

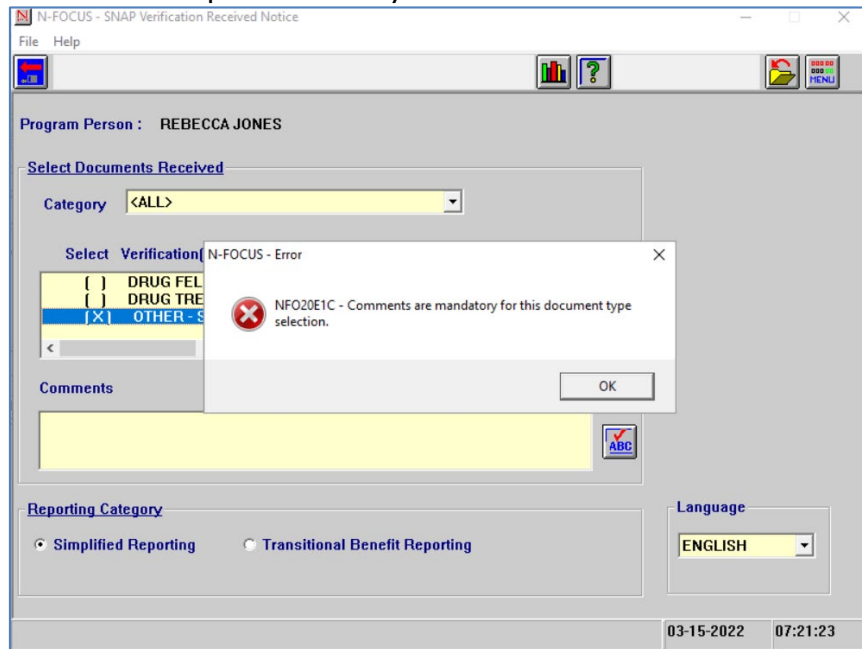


The SNAP Verification Received Notice window will display.



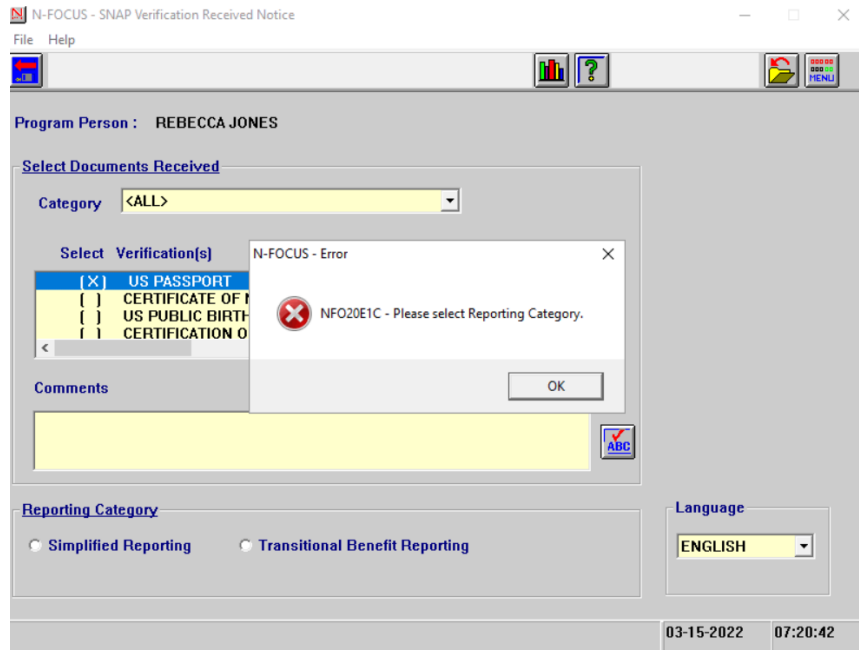
Use the Category drop down to limit the search or leave it as ALL.

- Select the items received by clicking on the item in the list box.
- Comments are required for any OTHER verification marked

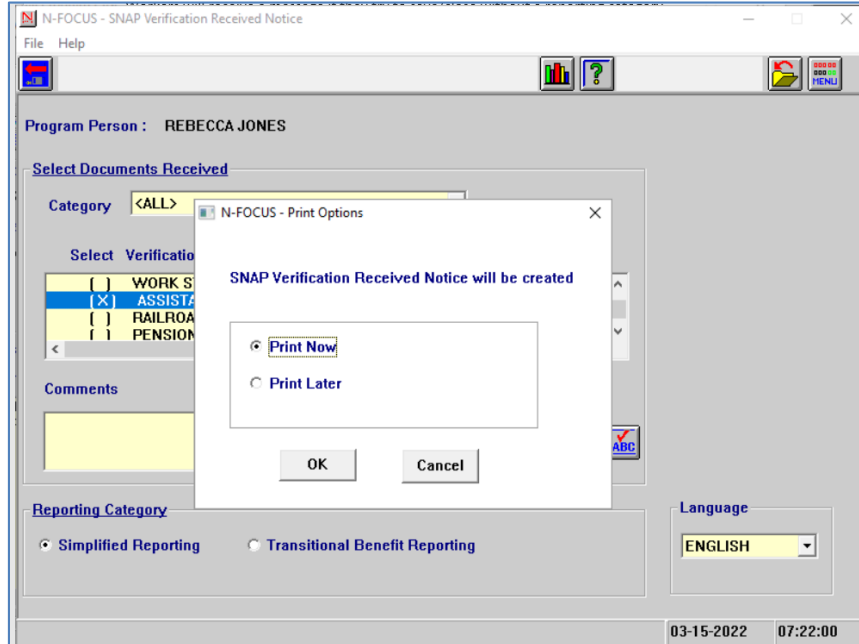


- Select the reporting category
- Language defaults to English

Note: Workers will receive an error message if they try to save/close without a reporting category.



- Save/Close will provide an option to print now or later



SNAP Income Limit Approval/Change Notices (Change)

The income limit on SNAP Approval/Change Notices will no longer update according to Household size. It will retain the FPL limit that was given on the initial/recert approval. The income limit will adjust with every new initial/recert budget.

Occasionally the FPL limit on the notice will not agree with the FPL limit in the benefit summary. As seen below, the first notice is approval for a Household of one with an FPL of 1396.00. The second notice adds a person but retains the FPL of 1396.00; the benefit summary will display an FPL of 1888.00 for a HH of 2.

Supplemental Nutrition Assistance Program (SNAP)

Your application has been approved for 12-2021. The monthly benefit is \$133.00. This benefit is prorated from 12-15-2021.

Individual	Status
SARAH ABAWD (Head of Household)	Eligible

This program will be due for Recertification or Eligibility Review as of 5-31-2022.

Your benefits will change for 1-2022. The monthly benefit will be \$250.00.

Your certification period is 12-1-2021 to 5-31-2022.

The benefit amount(s) listed above may be reduced if your household has a SNAP claim that has been paid in full.

Your household is assigned to the Simplified Reporting category. You must report to DHHS if your household's income for the month goes above \$1396.00. Income includes gross earned and unearned income before deductions, such as taxes.

Supplemental Nutrition Assistance Program (SNAP)

Your benefits will change for 4-2022. The monthly benefit will be \$459.00.

The reason is:

- Individual Added

Individual	Status
MAGGIE ABAWD	Eligible

Your certification period is 12-1-2021 to 5-31-2022.

The benefit amount(s) listed above may be reduced if your household has a SNAP claim that has not been paid in full.

Your household is assigned to the Simplified Reporting category. You must report to DHHS if your household's income for the month goes above \$1396.00. Income includes gross earned and unearned income before deductions, such as taxes.

When your household's income for the calendar month goes above \$1396.00 if your household was under this amount when SNAP was approved. Income includes gross earned and unearned income

Interface

SEW Interface Wages Field (Change)

With this release, we have increased the field length for quarterly wages to \$999,999,999.99 to accommodate some wages being dropped off after the 10th million amount.

IUC Interface (Change)

The Nebraska Department of Labor on occasion provides data where multiple Unemployment checks are received within the same benefit week. This update will allow multiple checks received during the same benefit week to be displayed through the Interface and in the Unearned Income area of Expert System.

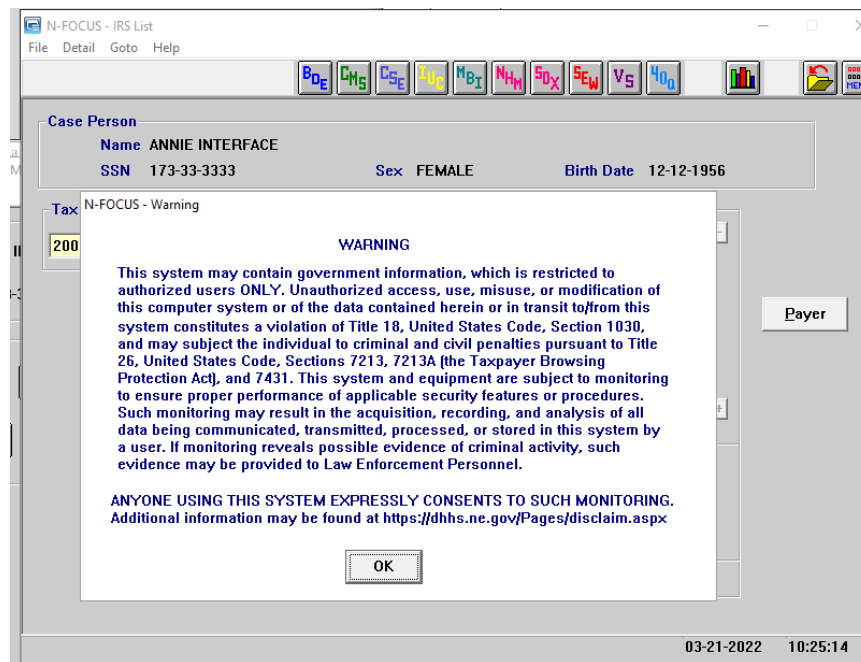
IRS and Tax Interface (Change)

The following warning message has been added to the IRS and TAX Interface:

This system may contain government information, which is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to/from this system constitutes a violation of Title 18, United States Code, Section 1030, and may subject the individual to criminal and civil penalties pursuant to Title 26, United States Code, Sections 7213, 7213A (the Taxpayer Browsing Protection Act), and

7431. This system and equipment are subject to monitoring to ensure proper performance of applicable security features or procedures. Such monitoring may result in acquisition, recording and analysis of all data being communicated, transmitted, processed, or stored in this system by a user. If monitoring reveals possible evidence of criminal activity, such evidence may be provided to Law Enforcement Personnel.

ANYONE USING THIS SYSTEM EXPRESSLY CONSENTS TO SUCH MONITORING. Additional information may be found at <https://dhhs.ne.gov/Pages/disclaim.aspx>



Expert System

[SNAP Budgeting – Substantial Gambling and/or Lottery Winnings \(Change\)](#)

Logic has been added to the closure reason Substantial Gambling and/or Lottery Winnings. When a SNAP household is closed for this reason, the next time the household is approved for SNAP benefits they would no longer be eligible for the Expanded Resource Program or Categorical Eligibility. Instead the household would be considered for regular SNAP resource limits.

The SNAP budget will show the household as follows in the Gambling or Lottery Winning budget classification category.

N-FOCUS - Benefit Summary Begin Date: 05-2022

BOB VANCE		SNAP		REGULAR
Certification Period:		Unit Size	2	
05-01-2022 - 10-31-2022		Medical Deduction	0.00	
Simplified Reporting		Child Care Subsidy Pgm Fee	0.00	
Gambling or Lottery Win		Dependent Care Deduction	0.00	
Resource Total	0.00	Child Support Deduction	0.00	
Resource Limit	2,500.00	Housing Costs	0.00	
Resource Test:	Pass	Utility Costs	0.00	
Public Assistance Grant	0.00	Total Shelter Costs	0.00	
Unearned Income	0.00	Shelter Deduction	0.00	
Earned Income	0.00	Net Adjusted Income	0.00	
Self Employment Income	0.00	Net Income Limit	1,452.00	
Farm Loss	0.00		Pass	
Total Gross Income	0.00	Allotment Amount	459.00	
Gross Income Limit	1,888.00	Prorated Allotment Amount	321.00	
Gross Income Test:	Pass	Allotment Reduction Amount	0.00	
Earned Income Deduction	0.00	Recoupment Amount	0.00	
Standard Deduction	177.00	Offset Amount	0.00	
Net Income Before Expense Deductions	0.00	Overpayment Amount	0.00	
		Authorized Amount	321.00	
		Creation Date	05-10-2022	

OK Help

The household will be certified in this budget classification category for the duration of the certification period or if they are closed for any reason other than Substantial Gambling and/or Lottery Winnings.

Note: All household members that were active in the SNAP case when it closed due to Substantial Gambling and/or Lottery Winnings must still be active when the SNAP household is approved again in order for the SNAP program case to be part of the Gambling or Lottery Winning budget classification category.

LIHEAP Budgeting -Apply earned income deduction on Self-Employment Income (Change)

Prior to the release, if a LIHEAP household had any instances of self-employment income, either in addition to another earned income instance or as the only type of earnings, LIHEAP budgeting was not including the earnings from the self-employment instances to be included in the earned income deduction calculation. New logic has been added to LIHEAP budgeting that now includes any self-employment income entered for a LIHEAP household member to be included in the total earned income when the earned income deduction is calculated.

LIHWAP Budgeting – Categorical Eligibility / Income Test Exemption (Change)

After logic was added to NFOCUS to allow for budgeting of LIHWAP assistance, Policy requested a logic change be added to allow cases which had an approved LIHEAP budget in the energy year, to be 'categorically eligible' for water assistance if they meet all non-income eligibility requirements. The categorical eligibility logic in LIHWAP budgeting will still require the worker to enter the current income and determine the calculation method to be used for each instance (this is needed for

federal reporting), but in the benefit summary, the income test will be noted as “Exempt” when the household has been determined to be categorically eligible for LIHWAP assistance (regardless of whether the total current income is greater than or less than the Max Allowable Income level for that household size). See examples below:

Example #1: Shows a LIHWAP budget with high income that is run prior to any other LIHEAP benefits being approved for the energy year. This Household is not considered as ‘categorically eligible’ for LIHWAP and the income test fails.

COUR, CHARLE		LIHEAP	Regular
Energy Year	10-2021 to 9-2022	Unit Size	1
Budget Type	WATER	Fuel Type	Water
Calculation Method	Project Income	Dwelling Type	House
		Paid To	Provider
Resource Total	0.00		
Resource Limit	0.00		
Resource Test:	N/A		
Public Assistance Grant	0.00		
Self Employment Income	0.00	LIHEAP Need Amount	150.00
Earned Income	39999.96	LIHEAP Prorate Amount	150.00
Unearned Income	0.00	Authorized Amount	150.00
Expenses	0.00		
Total before Disregard	39999.96		
Maximum Allowable Income	19320.00		
Income Test:	Fail	Assistance Request Date	04-01-2022
Earned Income Disregard	7999.99	Creation Date	04-01-2022
Total Countable Income	31999.97		

Example #2: Shows a LIHWAP budget with high income that is run after the household had been approved for LIHEAP benefits for the energy year. This Household is considered as ‘categorically eligible’ for LIHWAP and income test is ‘Exempt’ even though the ‘Total before Disregard’ amount exceeds the Maximum Allowable Income level for the unit size.

COUR, CHARLE		LIHEAP		Regular	
Energy Year	10-2021 to 9-2022	Unit Size	1		
Budget Type	WATER	Fuel Type	Water		
Calculation Method	Project Income	Dwelling Type	House		
Resource Total	0.00	Paid To	Provider		
Resource Limit	0.00	LIHEAP Need Amount	150.00		
Resource Test:	N/A	LIHEAP Prorate Amount	150.00		
Public Assistance Grant	0.00	Authorized Amount	150.00		
Self Employment Income	0.00	Assistance Request Date	04-01-2022		
Earned Income	39999.96	Creation Date	04-01-2022		
Unearned Income	0.00				
Expenses	0.00				
Total before Disregard	39999.96				
Maximum Allowable Income	19320.00				
Income Test:	Exempt				
Earned Income Disregard	7999.99				
Total Countable Income	31999.97				

OK Help

Note: If the case was active during the energy year, but later closed and has been reopened in the same energy year or if the participants change substantially, then the household may not categorically eligible for LIHWAP benefits and may be subject to the income test when budgets are run. Policy should be contacted if there are questions about categorical eligibility.

LIHEAP/ Budgeting – Enforce Budget Stop for Non-Repair ‘Other Assistance’ Types if Current IPV Sanction (Change)

Logic has been added, at the request of LIHEAP Policy, to not allow budgets to be run for any ‘Other Assistance’ request that is not for a “Repair” if any participant or financially responsible person in the LIHEAP case has any type of IPV sanction in place. This new logic will prevent budgets from being run for LIHEAP instances of ‘Crisis’, ‘Deposit’ or ‘Water’. Instances of ‘Repair’ will continue to be allowed to have budgeting run for them.

Expert system logic will present the below message(s) if a budget is attempted when one of the unit members has an applicable IPV sanction type:

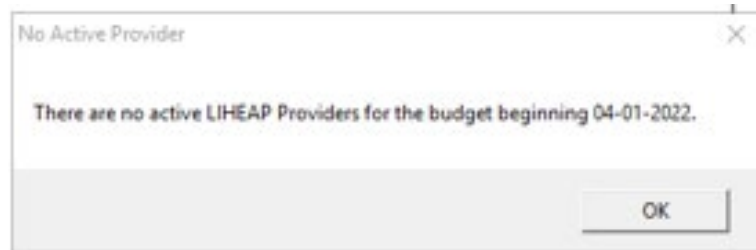
Participant with LIHEAP relevant sanction

The LIHEAP budget has a participant with an IPV sanction. LIHEAP Policy Staff will need to review and budget this LIHEAP request.

CEZANNE SUZANNE 06-20-1980

OK

Note: There are some situations where a message similar to the 'No Active Provider' informational message below may be presented prior to the 'Participant with LIHEAP relevant sanction' message.



The 'No Active Provider' message seems to be presented if each of the following items is true:

1. Running either a Crisis or Deposit type budget
2. A LIHWAP budget (Other Assistance – Water type) was run at some point prior to the current budget being run and no Water provider in case is active for date budget is being run on.
3. One of the participants/financially responsible persons in the LIHEAP case has a current IPV sanction type

The 'No Active Provider' message is currently being displayed in situations where the LIHEAP program case has all needed active providers entered. **The 'No Active Provider' message can be cleared by clicking 'OK'**. Once 'OK' is selected, the 'Participant with LIHEAP relevant sanction' message box will be presented and budgeting of the other assistance instance will be stopped.

Work is planned for an upcoming release to change NFOCUS logic that is causing this message to currently be displayed.

Child Care Program Mode (Change)

When Child care is pending for a review, workers will be given the option to change the Program Mode or keep the system determined Mode.

Last Name	First Name	Pgm Ca...	Pgm Cas...	Elig Begi...	Elig End Dt
OPOMPEY	CLAUDIA OPOMPEY	CC		4727096	22

System Determined Mode: Processing

Accept System Determined Mode

Change Mode

Change Management
Processing

OK Help

OK Cancel Help

NFOCUS Tips

Birth of Child Reported

When the birth of a child is reported do the following:

- Check for an unborn
 - You may need to scroll or check the pregnancy of the mother
- If there is an unborn and the EDD is close to the DOB:
 - Update the pregnancy with the Date of Birth , name and sex of the child

Note: Be cautious of updating a pregnancy. If the EDD is not close to the birth, that could be because a terminated pregnancy was never end dated or the birth could be for a pregnancy that was never reported.

Avoid adding a pregnancy and updating the unborn at the same time. Complete in two separate actions. Adding pregnancy and updating to birth prior to saving causes errors messages and sometimes the child is added twice.

Pregnancy Reported

When the pregnancy is reported do the following:

- Check to make sure there is not an active pregnancy
 - If there is already an active pregnancy
 - Check the EDD – if old pregnancy, end this pregnancy
- Add pregnancy of the mother

- Save the pregnancy

If there are duplicate newborns, call Production and Support to assist PRIOR to approving budgets.

Note: In order to include the unborn in the ADC Budget, the pregnancy must be verified.

VPN Users

If you have been switched to a VPN Laptop NFOCUS runs very, very slow using VPN. Please try the following options:

- 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

NFOCUS Production Support Hours

NFOCUS 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.