N-FOCUS Major Release
Children and Family Services
March 7, 2010

A Major Release of the N-FOCUS system is being implemented on March 7, 2010. 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.

Foster Care Review Board: N-FOCUS users with responsibility for Foster Care Review Board functions should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Foster Care Review Board functions.

Child and Family Services: N-FOCUS users with responsibility for Child Protective or Adult Protective Services should read this section. It will be noted when the information is specific to only one of these areas.

Expert System: All N-FOCUS users with responsibility for case entry for CC, FW, and IL, should read this section.

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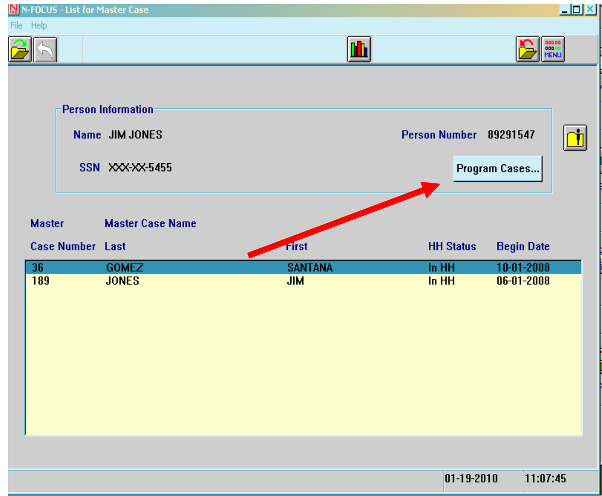
GENERAL INTEREST AND MAINFRAME

MULTIPLE MASTER CASE INVOLVEMENT (CHANGE)

List for Master Case (Change)

When searching for a Master Case from the Main Menu or by clicking the Master Case icon from another window within N-FOCUS, if a person is in more than one Master Case, the List Master Case window will display. For each Master Case, the following will display: Master Case Number, Master Case Name (Last and First), Household Status and Begin Date.

To view Program Case Involvements for the person, click the Program Cases… push button



PERSON VERIFICATION DATA FOR SSN (CHANGE)

To access the person Verification Data window, click the Person Verification pushbutton located on the Person Detail window.

The SSN Verification Source will only display for staff that have the appropriate security level to view this information.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) CHANGE

The phrase Food Stamp Program has been replaced with Supplemental Nutrition Assistance Program (SNAP) formerly know as Foods Stamps Program and the acronym FSP replaced with SNAP on most N-FOCUS windows and on most correspondence going out to the public.

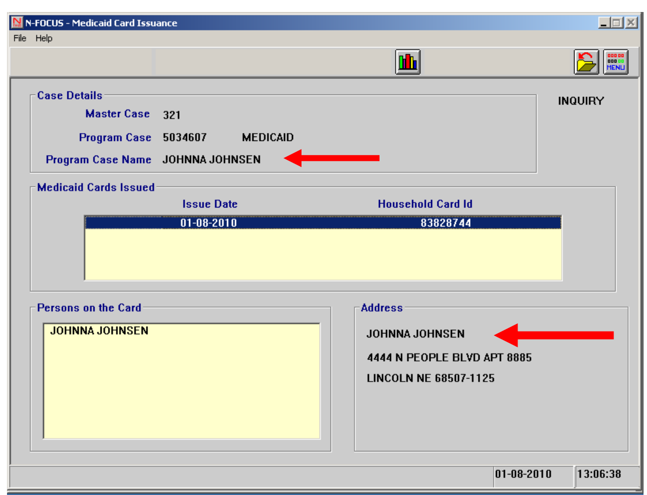
MEDICAID CARD ISSUANCE WINDOW

Program Case Name (Fix)

The current Program Case Name will always display in the Case Details, Program Case Name field. Prior to this release, only the first instance of a Program Case Name, that was valid with the first Med Card was issued, was displayed.

Address Display Area (New)

The address of where the Medicaid Card is sent will now include the name of the person to whom the card was sent. The name will not display for cards issued prior to the release.



Sub-Adopt Medical and Payment Medicaid Card Issuance (Fix)

The Sub-Adopt Medicaid and Payment programs were not automatically issuing the Medicaid Card. This has been fixed.

Lock In

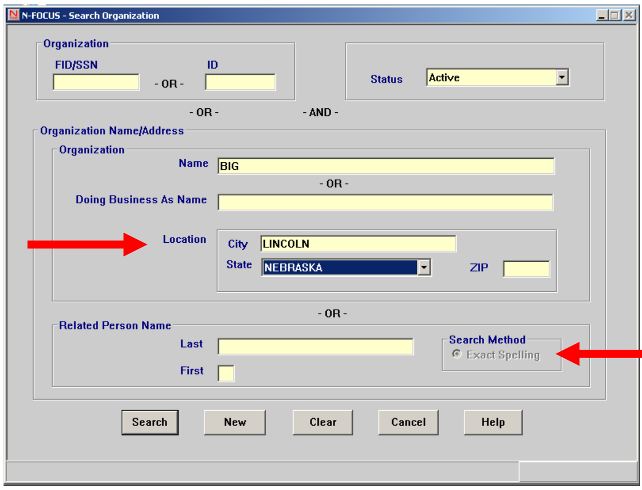
Lock In Information No Longer on NFOCUS (Change)

The Lock In push button on Person Detail has been removed because this information will no longer be maintained on N-FOCUS. Should you need this information, contact the EA Worker.

Search Organization Window

Location Fields (Change)

Searching by location is only applicable when searching by Organization Name or Doing Business as Name. Therefore, the Location search fields have been moved into the Organization Name/Address box. The functionality of the location search has not changed.



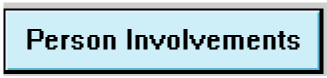
Related Person Name – Exact Spelling (Change)

The Related Person search can only be done with the Exact Spelling option. Use the Person Search window if the Partial Name or Sounds Like options are needed.

If the name entered is not found or was misspelled, a message will display indicating no match was found, consider searching via the Person Search window.

Person Involvement Pushbutton (Fix)

Previously, when an Organization's Related Person involvement was end dated, the Person Involvements push button, on the Person Detail window, did not allow access to the Person Involvement Inquiry window. This has been fixed.



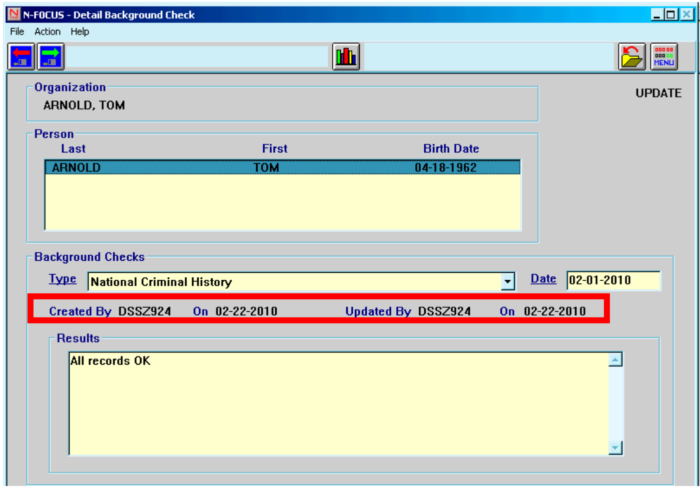
iCHARTS (Tip)

Child Support payments received due to a Tribal Court Order do not appear on iCHARTS. Staff need to continue to receive information regarding the receipt of these payments from the assigned Child Support Enforcement (CSE) Worker.

APS/CFS SPECIFIC ISSUES

Background Checks (New)

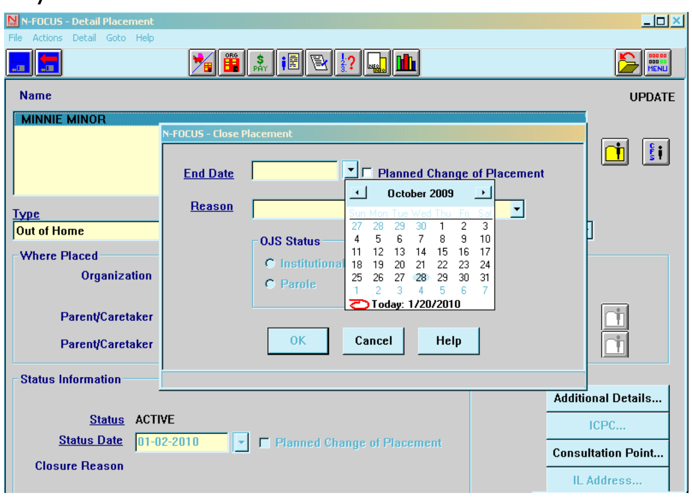
The Detail Background Checks window will now display the Logon ID of the person who created the Background Check and the date it was created. The Logon ID of the person who last updated the Background Check and the date it was updated is also displayed.



Placement Date Fields Calendar (New)

A drop down icon has been placed next to date fields within the Detail Placement window. Click the drop down icon to display a calendar. Use the forward and back buttons to move through the calendars in order to select the desired date.

The current date displays at the bottom of the calendar view.



Minor Parent Listed as parent/caretaker (Fix)

When printing the Case Plan and Progress Report, minor parents (under age 19) will now be listed in the Persons Involved in Case Plan section as the Parent(s)/Caretaker(s).

Ward Placed With Parent (Tip)

When a State Ward is returned to a Parental Home, the appropriate procedure is to create a placement selecting the "Non-Custodial Parent" or "With Parent/Caregiver" as the placement type. DO NOT load the parent as an organization and create an Out of Home placement.

If a child is removed from one parent and placed with the other, a Removal and Placement should **NOT** be entered. A placement with parent is only appropriate when a child is returning to the Parental Home.

Intake Enhancements

Children and Family Service has consolidated the Nebraska's Intake Offices into one office located at Project Harmony in Omaha, Nebraska. The implementation of the consolidated Intake office for both Adult Protective Services (APS) and Child Protective Services (CPS) identified the need for the following changes to how Intake windows function in N-FOCUS.

Items Removed or No Longer Used (Change)

- **Consultation Point Push Button** – This narrative can still be accessed or created by selecting the Narrative ICON or from the GOTO Menu, Narrative Selection.
- **Tools Consulted** - The requirement to capture this information for CPS has been discontinued.
- **HOTLINE Checkbox** – This has been removed since there is only one Intake office.
- **Pending Status** - Changes being implemented for this release identified that this status is no longer needed. Intakes in this status at the time of the release will be converted back to Open Status.

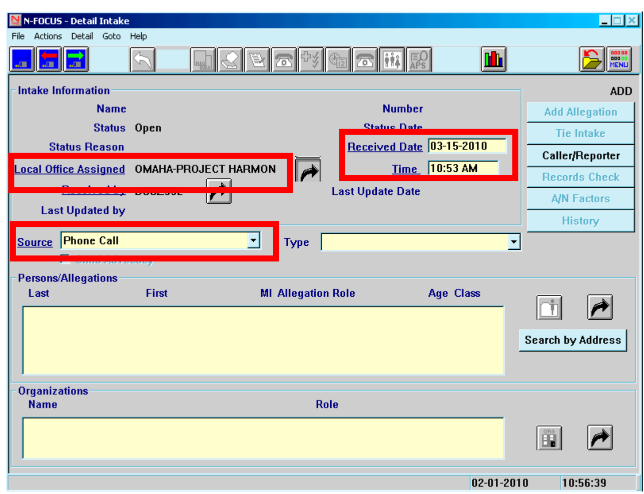
Intake detail window overview

Changes and Updates

- **Caller/Reporter –** Available prior to saving the Intake. Caller/Reporter is no longer being saved in N-FOCUS as an Agency Related Person (ARP). See Caller/Reporter Section for more details.
- **A/N Factors –** Use to be CAN Factors. This is now being used by APS and CPS. The selection list has been expanded to include situations that could apply to both APS or CPS.
- **Intake Type –** It is no longer required to select an Intake Type prior to saving an Intake, however, and Intake Type is required to perform some functions (Close the Intake, Add an Allegation, Print the Intake Worksheet or Law Enforcement Notice and Search Narrative).

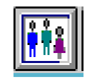
What's New

- The following fields are automatically populated; however, the information can be changed. The use of a future date or time is not allowed.
    - **Received Date** – Current System Date
    - **Time** – Current System Time
    - **Source** – Defaults to Phone Call because a majority of the reports will be received in this manner.

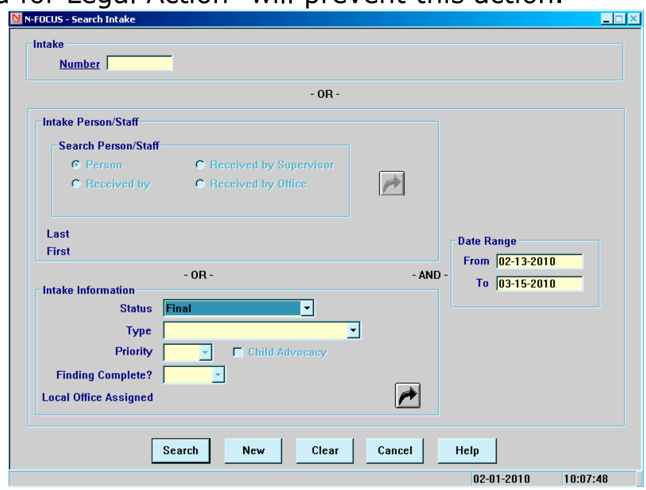


- If the staff person adding the Intake is located in an Intake Office, the Local Office Assigned field will automatically populate with the office name. The office can be selected or changed by using the adjacent out-select arrow when initially creating the Intake. Once the Intake is saved the only way to change the Local Office Assigned field is by selecting a different position in the Assignment window.

- The Intake can be created and saved immediately upon accessing the window with the three automatically populated fields (Received Date, Time and Source) in addition to the Local Office Assignment.
- The Number and Status Date will be populated once the Intake is saved in the Status of "Open"
    - The purpose of this new process flow is to allow the Intake worker to go to a narrative window immediately and start documenting directly on N-FOCUS. See the Intake Narrative Section for more details.
- **Person of Interest Icon** – The Person of Interest window provides the ability to capture information on a person without adding them to N-FOCUS as a Person. This information can later be used to complete the Person Search and add them to the Intake. See Person of Interest Section for more details.



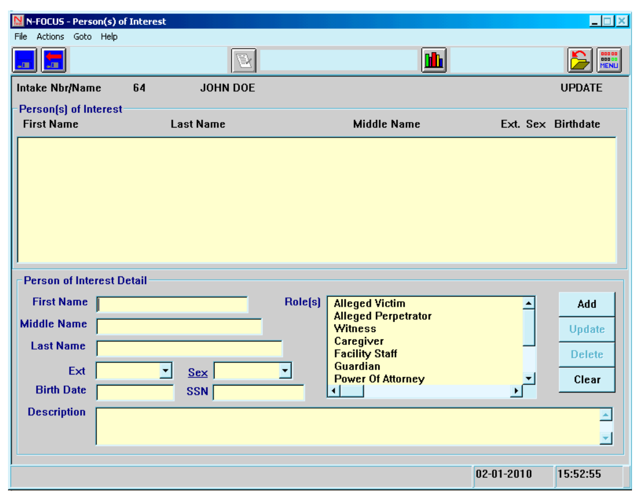
- **Final Status** – A supervisor will place an Intake into "Final Status" when all of the Allegation Findings are entered and the Intake is in Approved Status. Allegations Findings of "Court Pending" or "Referred for Legal Action" will prevent this action. Once an Intake is placed in "Final Status" no actions, except for creating narrative or an expungement, can be taken.
    - When searching for Intakes, unless the status of "Final" is included in the search criteria, any Intake that is in Final Status will not be excluded on the list results. Only Intakes that require action will display.
    - When searching by Person, all Intakes for that Person, including those in Final Status, will appear on the list.



Person Of Interest (New)

The Person of Interest window allows the Intake worker to enter demographic information for people and save it in N-FOCUS without saving the information as a Person Detail. This functionality was initiated for the following reasons:

- Allow the Intake worker to capture information without having to conduct the Add Person Search or writing the information elsewhere and entering it later into N-FOCUS.
- Prevent duplication of persons in N-FOCUS.



The information that can be captured in this window is identical to the information that is used in the Add Person window except for Race and Ethnicity. Race and Ethnicity can be entered during the Add Person process.

The people on Person of Interest list will be taken through Person Clearance when adding them as an Intake Person on N-FOCUS. The information entered for the Person of Interest window will be used to populate the Add Person window. Staff will be provided the opportunity to correct the information and add additional information before the information is saved as a Person Detail. See Adding a Person to an Intake Section for more details.

> **Note**: The Person of Interest window is not to be used in place of adding persons to the Intake. There will QA conducted on Intakes to make sure that all household members are added as Intake Persons and that there are not excessive amounts of Person of Interests. Person of Interests may be removed until the Intake is finalized.

Person of Interest Field Requirements (New)

Required Fields

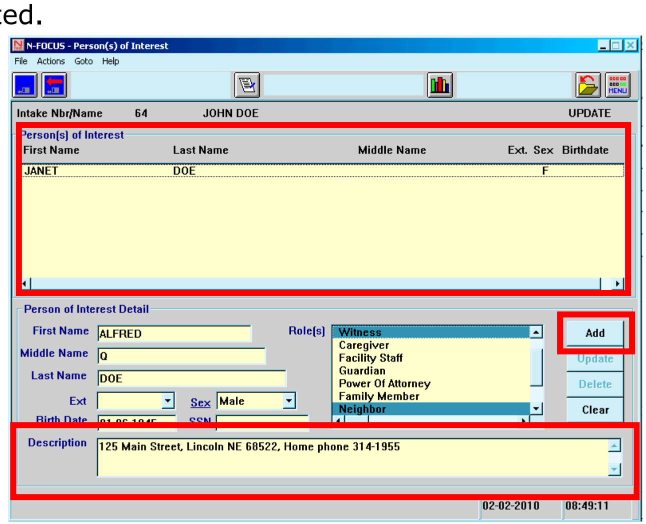
- First or Last Name
- Sex
- Role Code (More than one role can be selected)

Optional Fields

- Middle Name
- SSN (if entered only the last 4 will appear after the person is added to the list)
- Name Extension
- Birth Date
- Description (When a person is added to the Intake this will be deleted along with all of the other information)

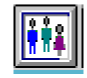
Adding a Person of Interest (New)

1. From the Detail Intake window, click the Person of Interest icon.
   The Person of Interest window opens.
2. Complete all of the required fields (First or Last Name, Sex and Role Code. More than one Role Code can be selected.
3. Click the Add pushbutton.
   The person will be added to the Persons of Interest list.
   Note: It is important to remember that if a Person of Interest is later added to the Intake as an Intake person, the information previously entered in the Person of Interest window Description field will be deleted. It is advisable that any information entered in the Description Field also be captured in a separate narrative.



Viewing the Person of Interest Window (New)

From the Detail Intake window, click the Person of Interest icon to view the Person of Interest window.

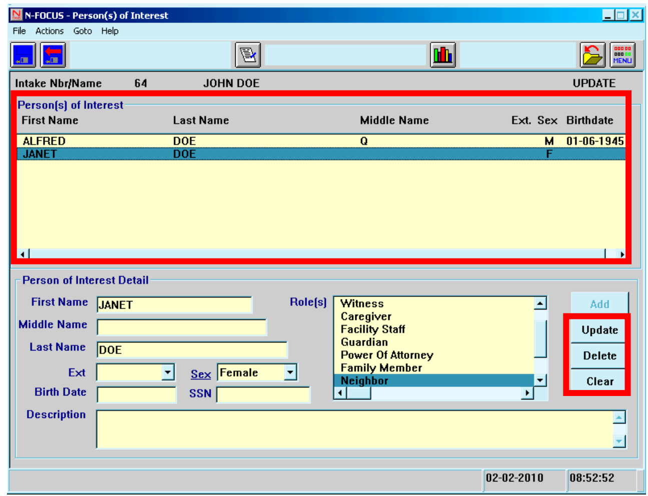


Updating Information for a Person of Interest (New)

1. Highlight the person to update in the Person of Interest list.

   That person's information appears in the Person of Interest Detail Section.
2. Make the desired changes.
3. Click the Update pushbutton.

   Changes are applied to the Person of Interest list.



Deleting a Person of Interest (New)

1. Highlight the person to delete in the Person of Interest list.

   That person's information appears in the Person of Interest Detail Section.
2. Click the Delete pushbutton.

   The person is removed from the Persons of Interest list.

Clearing a Person of Interest (New)

The clear pushbutton allows you to clear all of the information that was entered in the Detail fields. This is to allow the user to start all over if some or all of the information is in error and it would be easier to start over.

1. Highlight the person to be cleared in the Person of Interest list.

   That person's information appears in the Person of Interest Detail Section.
2. Click the Clear pushbutton.

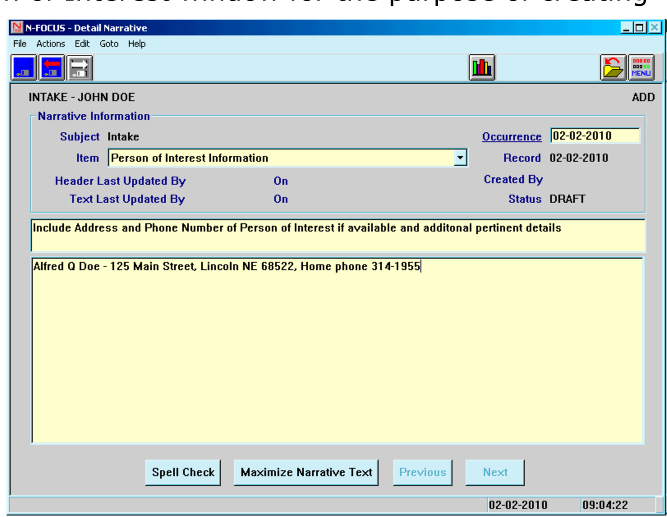
   The fields are cleared for the selected person but the person remains in the list. The information for a new person can be entered in the required fields

Person of Interest Narrative (New)

The narrative icon is available on the Person of Interest window for the purpose of creating a new Person of Interest narrative. The intent of this narrative is to capture any information that the staff person determines pertinent.

The icon on the Person of Interest window only permits the creation of a new narrative. Changes can be made to previously created Person of Interest Narratives through the Narrative Search function from the Detail Intake Window

Note: It is important to remember that if a Person of Interest is later added to the Intake as an Intake person, the



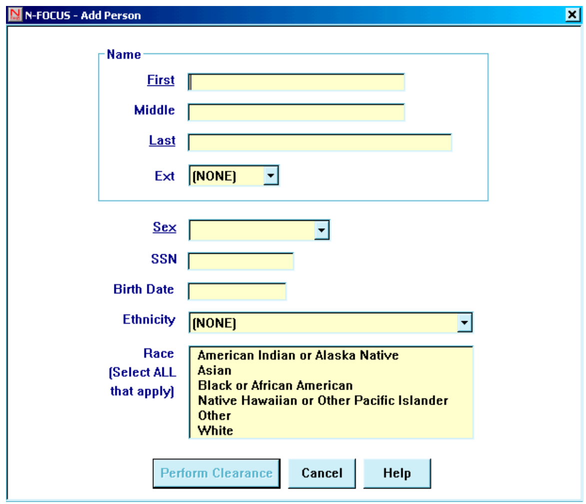
information previously entered in the Person of Interest window Description field will be deleted. It is advisable that any information entered in the Description Field also be captured in a separate narrative.

It is suggested that the first sentence of Person of Interest narrative include descriptive text such as the person's name. This practice will make it easier to locate specific narrative when conducting narrative searches from the Detail Intake window.

Intake Worksheet (Tip)

The Intake worksheet will be updated in July 2010 to include a listing of the Person's of Interest. Until that time the Assessment Specialist will need to complete a screen print to view the list.

Add Person To Intake (Change)



The process to add a person to an Intake has changed slightly. When selecting the Out-Select Arrow on the Detail Intake window, if the Person of Interest list does not contain any information, the Add Person window will display. Enter the person as usual through the Perform Clearance function.

If there is at least one person on the Person of Interest List when the Out Select Arrow is selected the Add Involved Person(s) to Intake window opens.

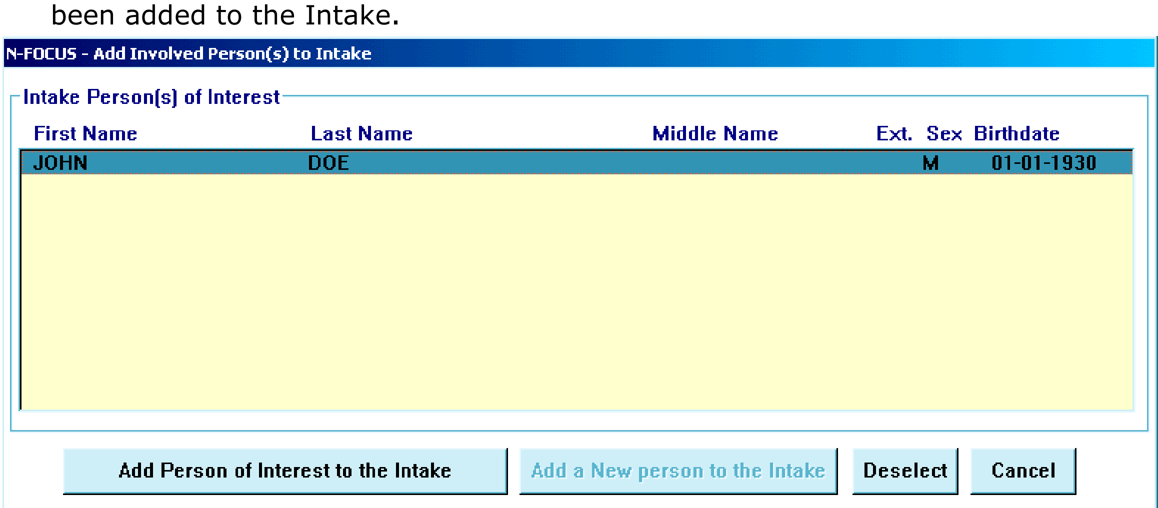
> **Tip**: If the window resolution is set on the default resolution the Add Involved Person(s) to Intake window should position itself directly above the Person/Allegations section of the Detail Intake Window.

Add Person of Interest to Intake Window (New)

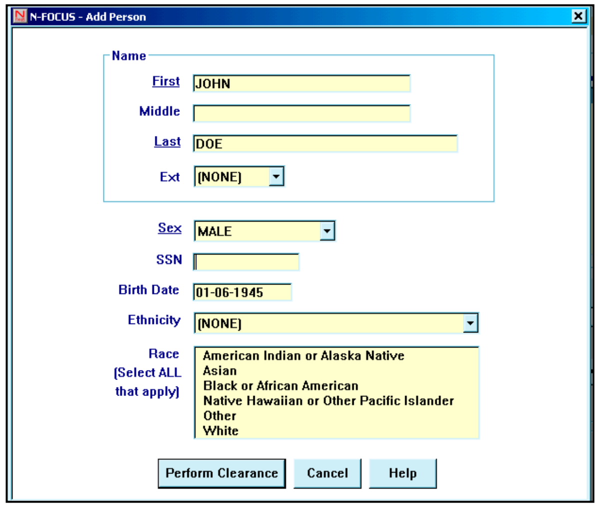
The following steps are followed when adding a person listed as a Person of Interest to the Persons/Allegations List on the Detail Intake window.

1. Select the Black Out Select Arrow from the Detail Intake window.

   The Add Involved Person(s) to Intake window will display if Persons of Interest have been added to the Intake.



2. Highlight a person in the list.
   The Add Person of Interest to the Intake push button is enabled.
3. Click the Add Person of Interest to the Intake pushbutton.
   The Add Person window opens the fields populated with the information that was entered on the Person of Interest window.

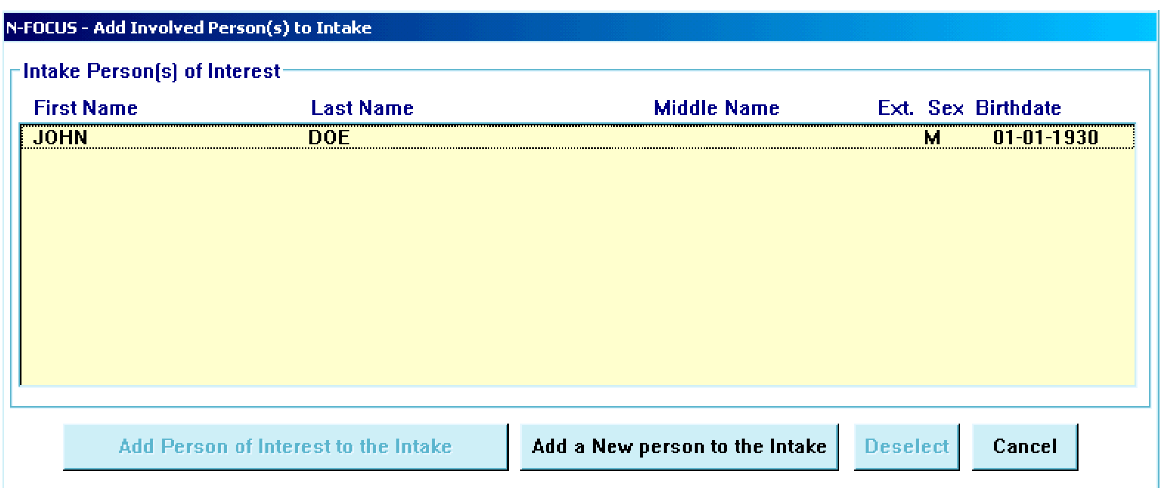


4. Enter additional information as appropriate.
   Ethnicity and Race should be entered at this time if this information is known.
5. Click the Perform Clearance pushbutton.
   The Person Clearance List window opens.
6. Select the appropriate option to Add a New Person or Use an Existing N-FOCUS Person by highlighting the person and clicking the appropriate pushbutton.

   Note: The person added to the Detail Intake Person/Allegation List will be removed from the Person of Interest List. If there are more people on the list you will return to the Person of Interest list view to continue adding additional people to the Intake as appropriate. If this was the last person on the Person of Interest List, the Detail Intake window will open.

Add a New person to the Intake (New)

The following steps are followed when adding a person to the Persons/Allegation List on the Detail Intake window who is not included as Persons of Interest



1. Make sure a person is not highlighted by clicking the Deselect pushbutton.
   The Add a New person to the Intake pushbutton will become enabled.
2. Click the Add a New person to Intake pushbutton.
   The Add Person window opens.
3. Enter the required demographic fields and additional information as appropriate.

Ethnicity and Race should be entered at this time if this information is known.

4. Click the Perform Clearance pushbutton.
   The Person Clearance List window opens.
5. Select the appropriate option to Add a New Person or Use an Existing N-FOCUS Person by highlighting the person and clicking the appropriate pushbutton.

   Note: You will return to the Person of Interest list to continue adding additional people to the Intake, as appropriate.

Add Involved Person(s) to Intake Window Tips (New)

The cancel button will close the window and return to the Detail Intake Window.

The Deselect button clears the selection made on the list.

Note: If you wish to remove someone from the list this must be done from the Person of Interest Window. See the Deleting a Person of Interest section for details.

Caller/Reporter Window (Change)

Since the Caller/Reporter is no longer being recorded as a Person in N-FOCUS, the Caller/Reporter window has changed to capture additional demographic information.

A program will run the weekend prior to the March release to convert all current Caller/Reporters to the new method of collection. If the only reason the person was added to N-FOCUS is because they are a caller/reporter they will be removed from the Person Detail in N-FOCUS.

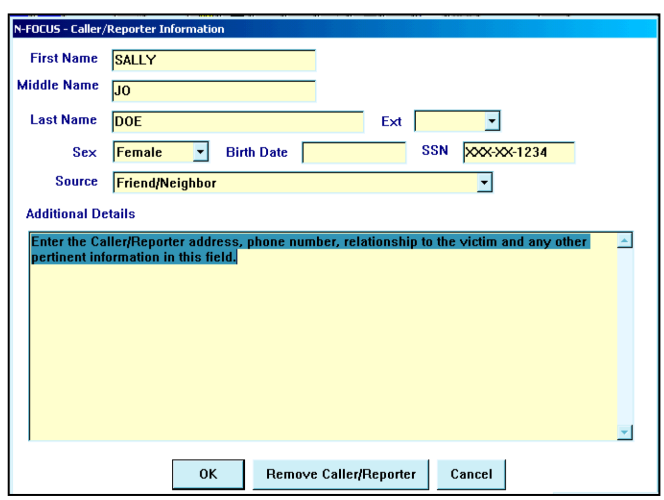
Accessing Caller/Reporter Information (Change)

The caller/reporter will no longer be available for on line search. The demographics recorded are for Central Office use and reporting purposes only.

To access the Caller/Reporter Information window, click the Caller/Reporter pushbutton from the Detail Intake window. The Caller/Reporter Information window related to the Intake will display.

Documenting Caller/Reporter Information (Change)

It is important to enter as much accurate information as possible regarding the Caller/Reporter for any Intake. The Source field is the only required field when entering information, however, other information should be entered as it becomes available.



1. First Name, Middle Name, Last Name and Extension Fields –

Once information is entered in the name fields, you will be required to select an option from the Sex field in order to save the information.

2. SSN Field – Information entered in the SSN field will display with all nine digits until the information on this window has been saved by clicking the OK button.

   Once the information has been saved, upon returning to this window, only the last four digits of the SSN will display.
3. Source Field – This is the only required field on this window. It is recommended that you enter as much accurate information about the Caller/Reporter as possible.
4. Additional Details - It is important that the address of the caller/reporter be captured in this area. The address must be manually entered when creating and sending out the Notice to Reporter.

   Any other pertinent information should be entered here as well (i.e. phone number, relationship to the victim, etc.)

Notice to Reporter (Change)

State Statute indicates the Notice to Reporter is only required upon request from a Professional, therefore; the message asking to print the Notice to Reporter will no longer appear during the process of closing an Intake. The ability to create the notice is still available by selecting Print Notice to Reporter from the Action drop down menu or through Correspondence. The current format and information included in the letter is under review and may be changed at a later date.

Update/Change Intake Status (New)

Supervisory Responsibilities (Change)

All Intakes must be approved whether they have been accepted for Assessment or Investigation or screened out. The weekend prior to the release, a program will run to change all Intakes that are in Closed status to Approved status. After the release it will be the supervisor's responsibility to take this action.

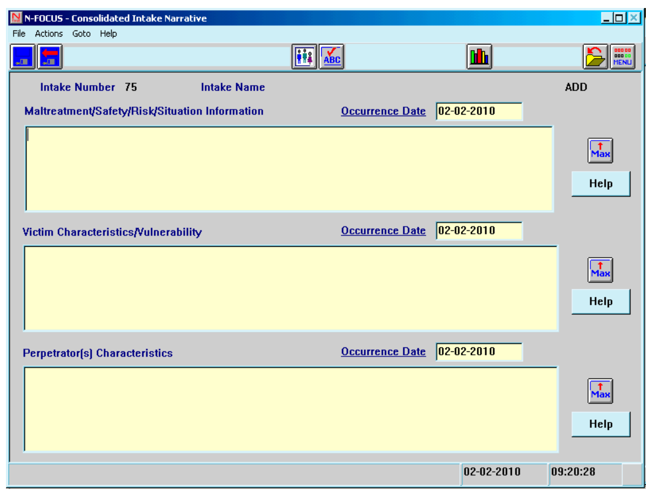
- On the first day of each month a program will run to search for all Intakes that are in Approved status. Intakes that meet the following qualifications will be put into Final status:
  - Intake is in Approved status
  - The Status Date is prior to the 1st of the previous month
  - If there are Allegation Findings, the allegations are not entered as Court Pending or Referred for Legal Action. OR there are no Allegations.
  - The last date a finding was entered was prior to the 1st of the previous month
- Until an Intake is placed in Final Status all actions associated with an Intake in open status are available except the following:
  - Changing the Status Reason or Priority
  - Changing the Intake Type
  - Removing a Person or Organization.

    Note: These are the only reasons for having to reopen an Intake.
- The reopening of an Intake has been restricted to the following selected groups:
  - Closed Status – Intake Supervisors, Camas Diaz and Central Office Intake Policy
  - Approved Status - Camas Diaz and Central Office Intake Policy
  - Final Status - Central Office Intake Policy

Available Intake Actions Based on Intake Status (Change)

- The following actions will now be permitted when an Intake is in Open, Closed or Approved Status:
  - Add Persons
  - Add Organization
  - Add Allegation
  - Add Narrative
  - Change or Update Caller/Reporter Information
  - Update Records Check Information
  - Change or Update Abuse Neglect Factors
- The following actions are only available when the Intake is in Open Status
  - Change Status reason and Priority
  - Remove a Person
  - Remove an Organization
  - Change Type, Receive Date and Time and Source

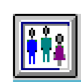
Intake Narrative (New)



A new Consolidated Intake Narrative window has been developed. This window is only available during the initial creation of an Intake. The Consolidated Intake window was developed to help provide the Intake worker the ability to document a call directly on N-FOCUS.

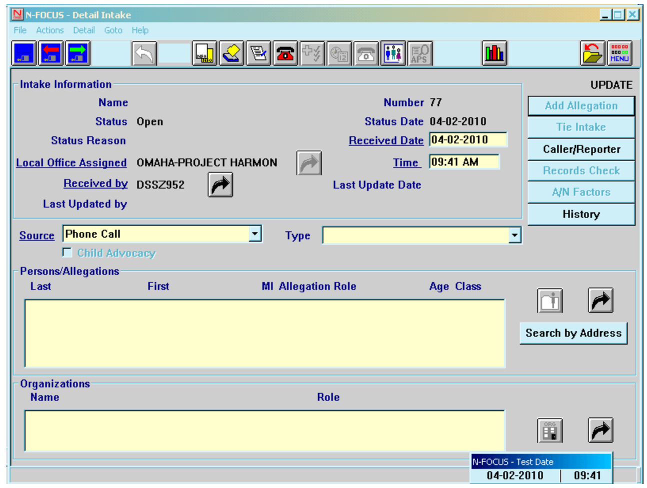
The Intake Narrative window has three narrative sections; one for each of the three narrative items staff is expected to document while on the call. The worker can move freely from one narrative box to the other without having to leave the window. Once the window is saved all narratives that have entries will be saved and committed to N-FOCUS.

Persons of Interest to the Intake can be created from this window by clicking the Persons of Interest icon. See the Persons of Interest Section for further details.

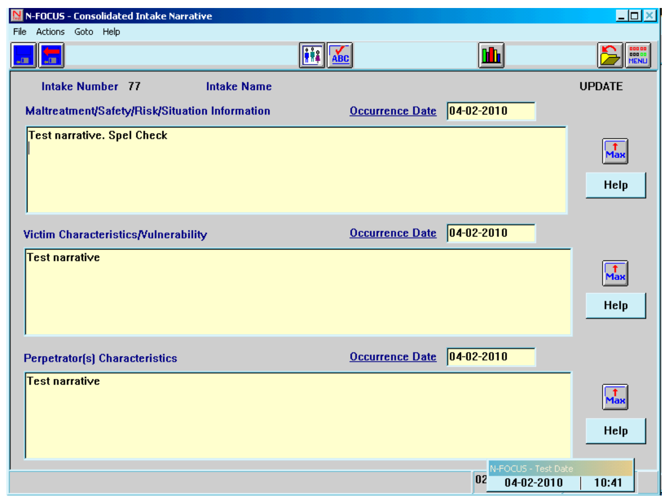


Once the new Intake has been saved and the Intake window has been closed, searching for Narrative will revert to the old narrative style.

Entering Intake Narrative (New)

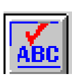


1. Create and Save a new Intake. Required fields to save an Intake include the following automatically populated fields:
   - Received Date
   - Time
   - Source
2. Select the Narrative icon. **Dual Monitor Tip:** If you have dual monitors, move the Consolidated Intake Narrative window to the secondary monitor. This will allow you to toggle back and forth between the Detail Intake and Consolidated Intake Narrative window.
3. Enter narrative in the available sections as appropriate.



Help The Help button adjacent to each narrative box will provide guidance as to information the Intake worker should be documenting in each narrative section. It also contains some reminders of questions to ask.


The Max icon will maximize the narrative text into a separate window. Only one narrative section can be maximized at a time.


Spell Check is available for all text on this window. Each section will be spell checked separately.


Persons of Interest to the Intake can be created by clicking the Persons of Interest icon. See the Persons of Interest Section for further details.

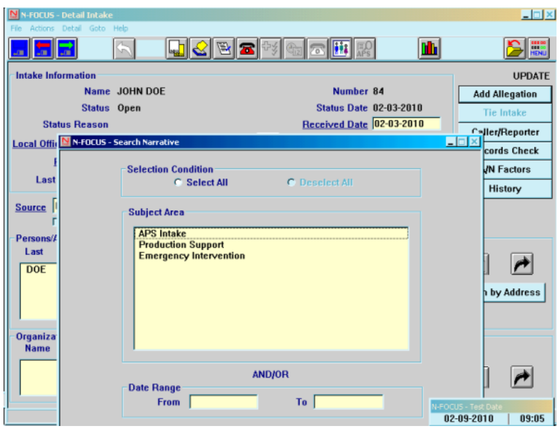
4. Save or Save and Close the Narrative.
   - If the Save and Close option is selected, clicking the Narrative icon before closing the Detail Intake window will return you to the Consolidated Intake Narrative window.
   - If the Detail Intake window is closed and then reopened, clicking the Narrative icon will take you to the Narrative Search window displaying the standard narrative style.

Searching Intake Narrative (Change)

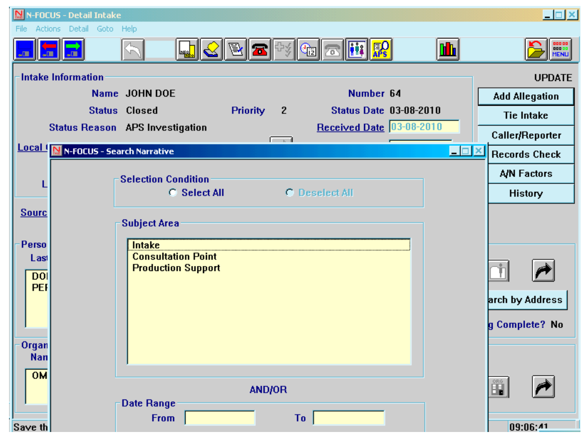
Effective with the March 7, 2010 N-FOCUS release, APS and CPS will use the same narrative Subject Areas. When searching for Intake Narrative, the narrative that is found will depend on the date the Intake was initially entered into N-FOCUS.

- When searching for a narrative on an APS Intake that was initally entered into N-FOCUS prior to the March 7, 2010 release, the Subject Areas that will display will be the old APS Narrative Subject Areas.
- When searching for narrative on an APS Intake that was initally entred into N-FOCUS on March 7, 2010 or later, the Subject Areas that will display will be the new Narrative Subject Areas.

APS Intake Created Prior To March 7, 2010



APS Intake Created After March 7, 2010



Detail Allegation Window (Change)

When making any changes to the information on the Allegation Detail Window, N-FOCUS requires a relationship be entered and the incident date is prior to the Intake received date.

Changes Made While Intake in Open, Closed or Approved Status (Change)

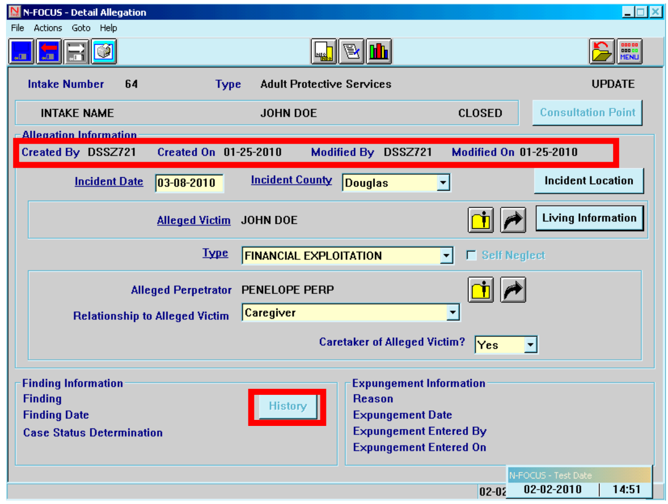
The following actions are permitted when the Intake is in Open, Closed or Approved status:

- The Alleged Victim or Perpetrator may be changed – This functionality prevents the need to reopen an Intake in the event that the Alleged Victim and Alleged Perpetrator were inadvertently switched during data entry. This should also prevent the need to enter an allegation finding of Entry Error.
- The County of Incident may be changed - This functionality allows the correction of errors related to the Incident County.
- Adding Additional Allegations – This functionality allows adding additional Allegations without having to change the status of an Allegation that is currently Open, Closed or Approved.

Changing the Abuse Type (Change)

The Abuse Type can be changed as long as there have not been any Findings added to the Allegation. This functionality should prevent the need to reopen and Intake to change the type or enter a finding of Entry Error.

Detail Allegation Window, New Fields (New)



The following new fields are now located on the Detail Allegation window:

- Created By - The ID of the staff person who initially entered the Allegation into N-FOCUS.
- Created On – The date the allegation was entered into N-FOCUS.
- Modified By – The ID of the staff person who last made any changes to the allegation.
- Modified On - The date the last change was made to the allegation.

Detail Allegation Window, History Pushbutton (New)

A History pushbutton has been added to the Allegation Finding Box. Starting with the March 2010 release, any time an Allegation Finding is updated, history will be created. The history will include the Finding Date, who entered the Finding and when the Finding was entered.

Current Findings will only have one history row. All current findings are being converted using the Finding Date as the Begin Date.

Note: Supervisors are the only persons that can make changes to Allegation Details when the associated Intake is in Approved Status and the Allegation Finding has been entered for the selected Allegation.

Creating an APS Investigation (New)

1. On the Detail Program Case window, select the APS Investigations icon. 

   If no APS Investigations have been established for this case, an error message will appear that says "Investigation not found. Would you like to add a new Investigation?" Select Yes to add a new Investigation. Select No to close the message and return to the Detail Program Case window.

   OR

   If there has been an APS Investigation established, a List Investigations window will open. Select the New icon to add a new instance.

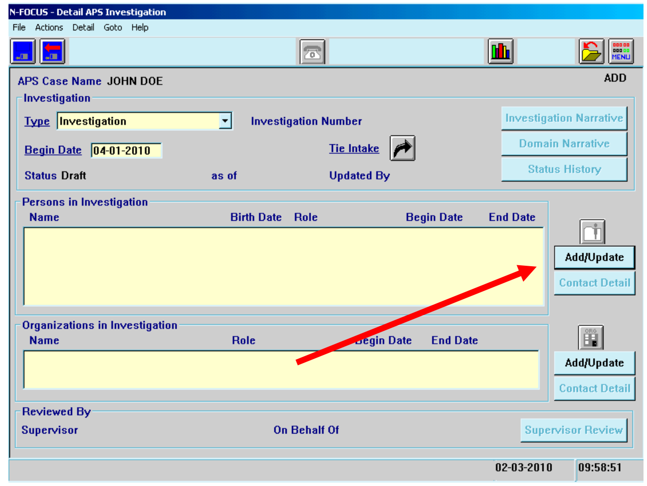
   Note: The Type field will default to Investigation. Investigation is the only available option at this time.
2. Enter the Begin Date.

   The Begin Date cannot be prior to the Program Case start date.
3. Click on the Tie Intake black select arrow.
4. Search for the Intake to be tied to the APS Investigation. Click the blue select arrow to return to the Detail APS Investigation window.

   Note: A confirmation window will display. Click Yes if the correct Intake Number displays to continue. Click No if the Intake Number that displays is incorrect to search for the correct Intake.

5. Add persons to the investigation by clicking the Persons in Investigation Add/Update pushbutton.

   The Persons in Investigation window opens.

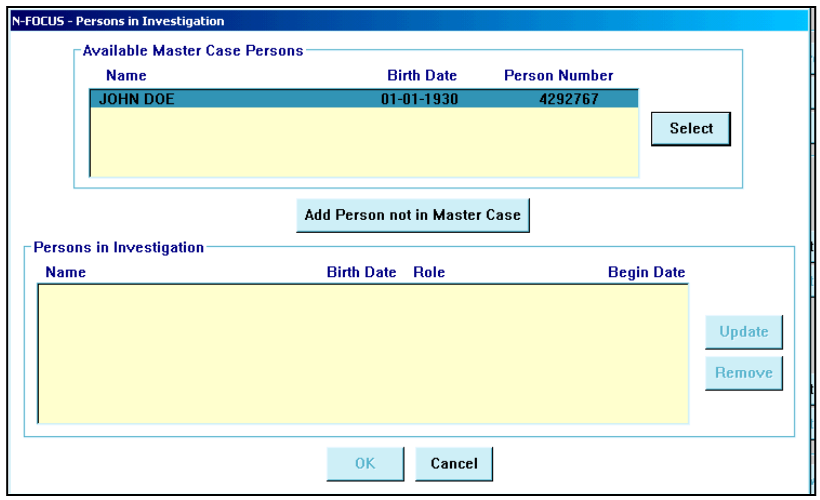


6. Select (highlight) a Master Case Person who is involved in the Investigation.

   The Select pushbutton becomes active.

7. Click the Select pushbutton.

   The Person's Role and Begin Date window opens.

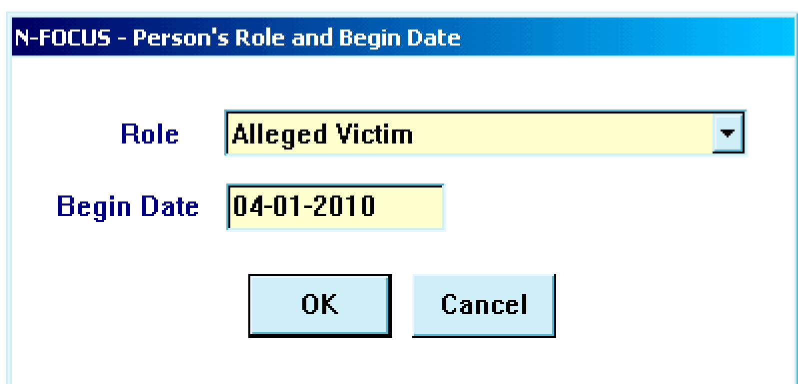


8. Select the appropriate Role from the drop down list.

   Note: At least one victim should be involved in the Investigation.

9. Enter the appropriate Begin Date and click OK.

   The Persons in Investigation window will display with the selected Master Case Person shown in the Persons in Investigation list. Repeat these steps 6 – 9 for any additional Master Case Persons who are part of the Investigation.



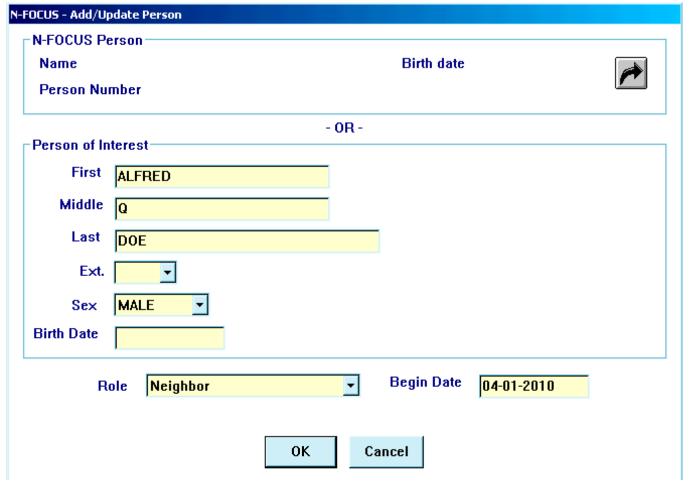
10. Click the Add Person not in Master Case pushbutton to include additional individuals in the Investigation who are not part of the Master Case.

    The Add/Update Person window opens.

11. Click the black Select arrow to add a person to the Investigation who is a Person on N-FOCUS.

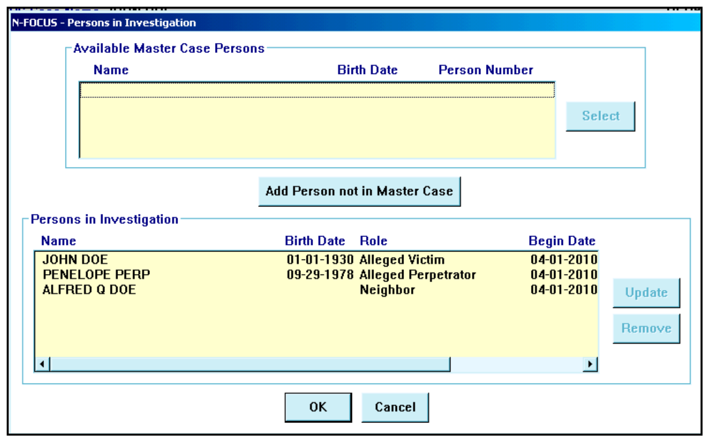
    OR

    Enter the appropriate information into the Persons of Interest fields, if the person to be added to the Investigation is not currently a Person on N-FOCUS.
12. Select the appropriate role for the added person from the Role drop down field.



13. Enter the appropriate Begin Date and click OK.

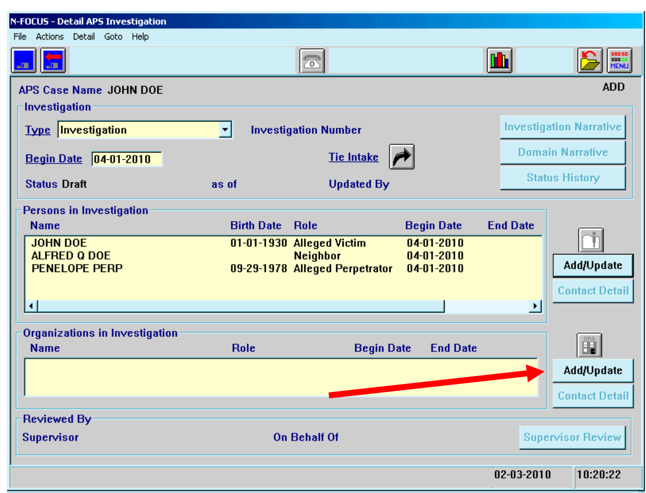
    The Persons in Investigation window opens with the person you added shown in the Persons in Investigation list. Repeat steps 10 – 13 for each additional person to be added who is not in the Master Case.
14. Click OK on the Persons in Investigation window when the list of Persons in Investigation is complete.



The Detail APS Investigation window opens with the Persons in Investigation list completed with the persons you added.

15. Add organizations to the investigation by clicking the Organizations in Investigation Add/Update pushbutton.

    The Organizations in Investigation window opens with Organizations in the tied Intake listed.

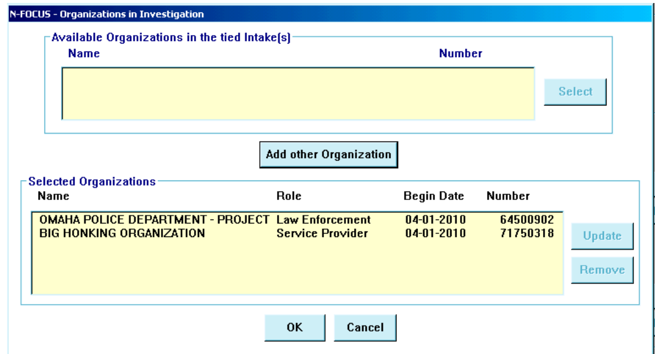


16. To add an Organization listed as part of the Tied Intake, select (highlight) the Organization from the list and click the Select pushbutton. Select the appropriate Role and Begin Date and click OK.

    OR

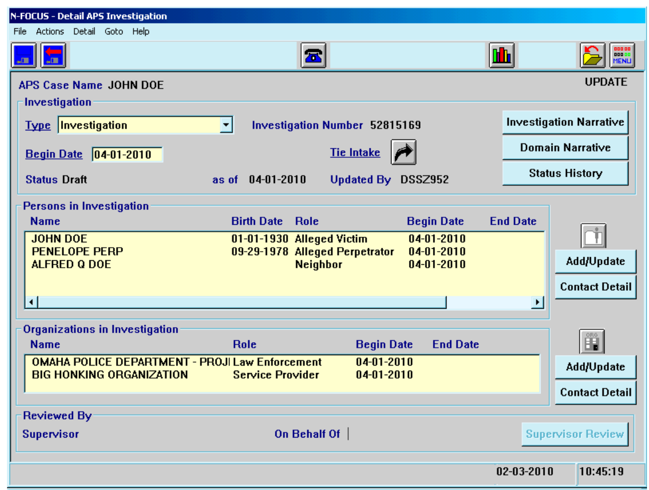
    To add other Organizations, click the Add other Organization pushbutton. Search for the appropriate Organization. Select the appropriate Role and Begin Date and click OK.

    The Detail APS Investigation window opens with the Organizations added to the Organizations in Investigation list.



17. Save or Save and Close.

    The Detail APS Investigation will be given an Investigation Number, the Intake icon will become active, the Investigation Narrative, Domain Narrative, Status History and Contact Detail pushbuttons will become active and the As Of date and Updated by fields will be populated.



Update Persons in Investigation (New)

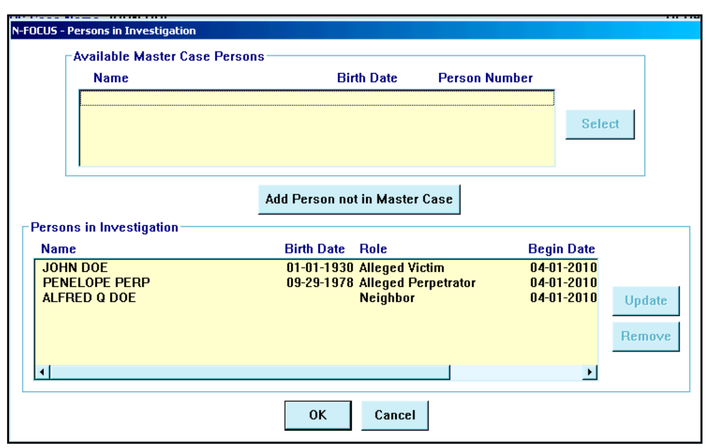
1. Navigate to the Detail APS Investigation window.
2. Click the Persons in Investigation Add/Update pushbutton.

   The Persons in Investigation window opens.

3. Select (highlight) the person whose information is to be updated from the Persons in Investigation list.
4. Click the Update pushbutton.

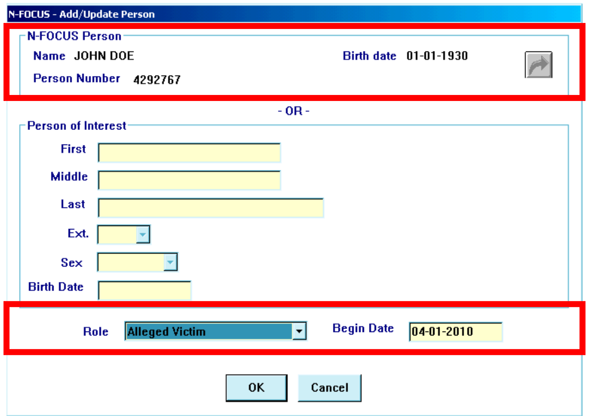
   The Add/Update Person window opens.

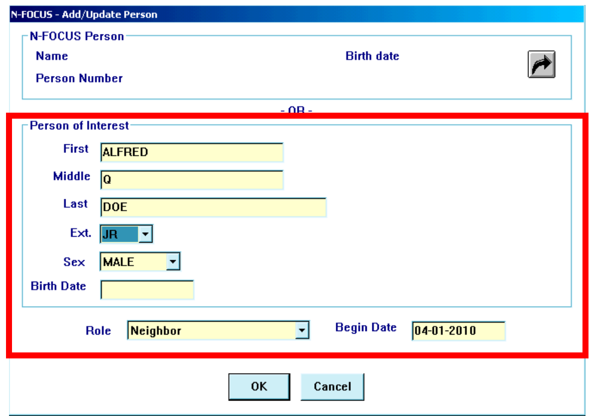
   Note: If the person being updated is a Case Person on N-FOCUS, the only information available to update is the Role and Begin Date.



If the person being updated is a Person of Interest in N-FOCUS, all of the fields listed in the Add/Update Person window area available to update.

Case Person on N-FOCUS	Person of Interest

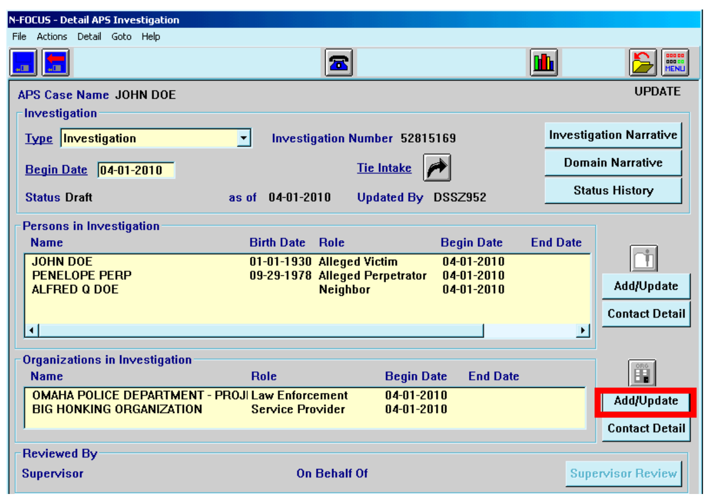




5. Make the desired changes to the selected person.
6. Click OK.

   The changes will be reflected on the Detail APS Investigation window, Persons in Investigation list.

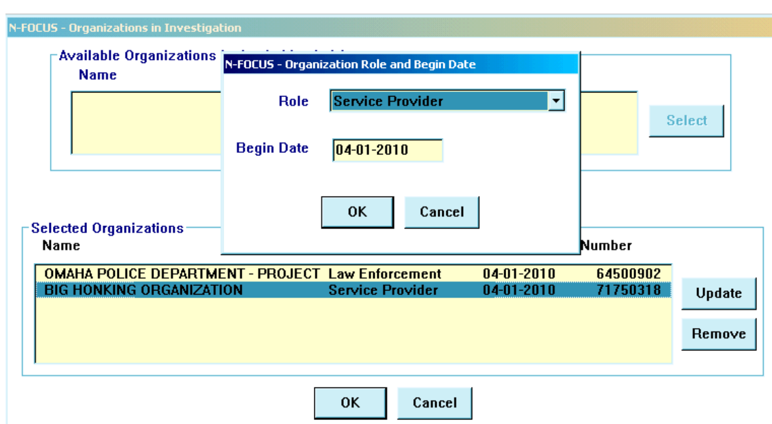
Update Organizations in Investigation (New)



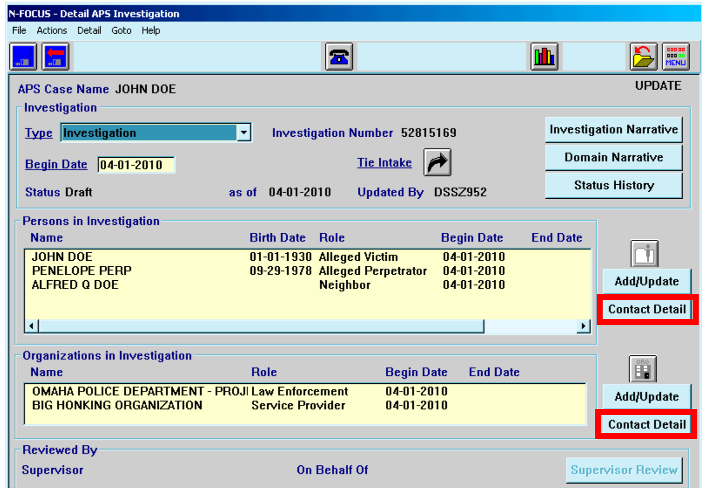
1. Navigate to the Detail APS Investigation window.
2. Click the Organizations in Investigation Add/Update pushbutton.
   The Organizations in Investigation window opens.
3. Select (highlight) the organization whose information is to be updated from the Selected Organizations list.
4. Click the Update pushbutton. The Organization Role and Begin Date window opens.
5. Select the appropriate role from the Role drop down.
6. Enter the appropriate Begin Date.
7. Click OK.

   The Organizations in the Investigation window displays.
8. Click OK.

   The changes will be reflected on the Detail APS Investigation window, Organizations in Investigation list.



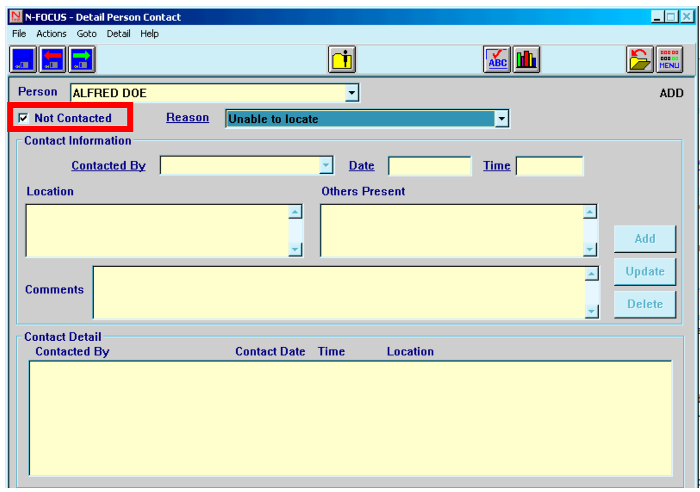
Documenting Contact Detail for Persons and Organizations in the Investigation (New)



Whenever contact is made with a Person or Organization involved with an Investigation, the details of that contact need to be documented on the appropriate Detail Contact window.

To access the Detail Contact window, click the appropriate Contact Detail pushbutton.

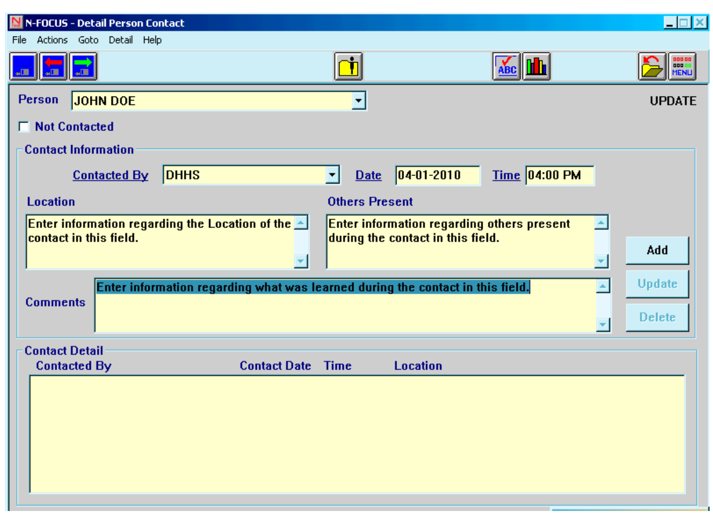
Person Not Contacted (New)



1. Click the Contact Detail pushbutton for the Persons in Investigation section.

   The Detail Person Contact window opens.
2. Select the Person for whom the contact is being documented from the drop down list.
3. Click the Not Contacted Check Box.
   The Reason field displays.
4. Select the appropriate Reason contact was not made from the Reason field drop down list.
5. Click the Save, Save and Close or Save and Next icon.

Person Contacted (New)



1. Click the Contact Detail pushbutton.

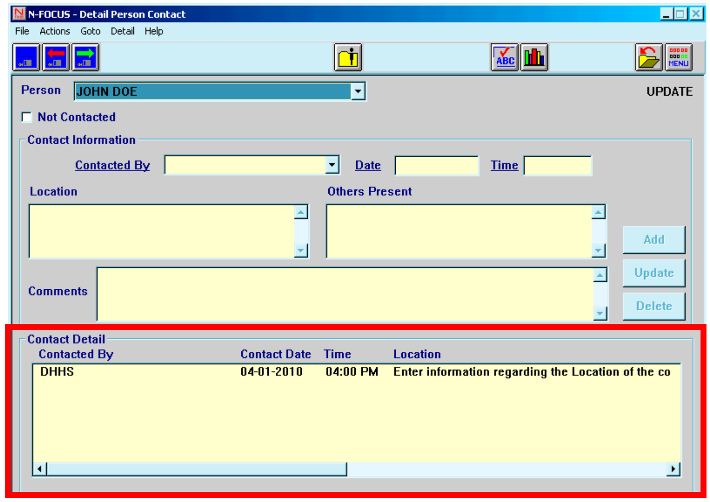
   The Detail Person Contact window opens.
2. Select the Person for whom the contact is being documented from the drop down list.
3. Select the appropriate option from the Contacted By drop down list.
   - DHHS
   - Law Enforcement
4. Enter the date of contact in the Date field.

   This cannot be a future date.
5. Enter the time of the contact in the Time field.

This cannot be a future time.

6. Enter information in the Location, Others Present and Comments fields as appropriate to the contact.
7. Click the Add pushbutton.

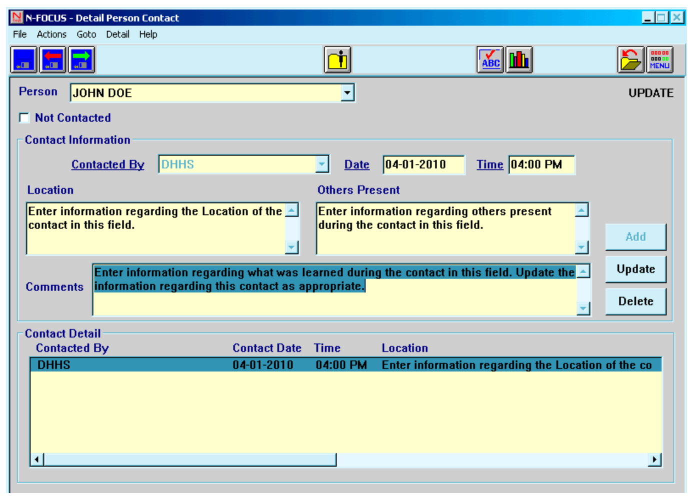
   The information entered will display in the Contact Detail area of the window. Scroll to the right to see additional information.
8. Click the Save, Save and Close or Save and Next icon.



Update Person Contacted Information (New)

1. Navigate to the Detail Person Contact window.
2. Select (highlight) the Contact Detail row to Update.

   The Detail Person Contact window fields will be populated with the selected rows information and the Update pushbutton will become active.
3. Make changes to the fields as appropriate.
4. Click the Update pushbutton.



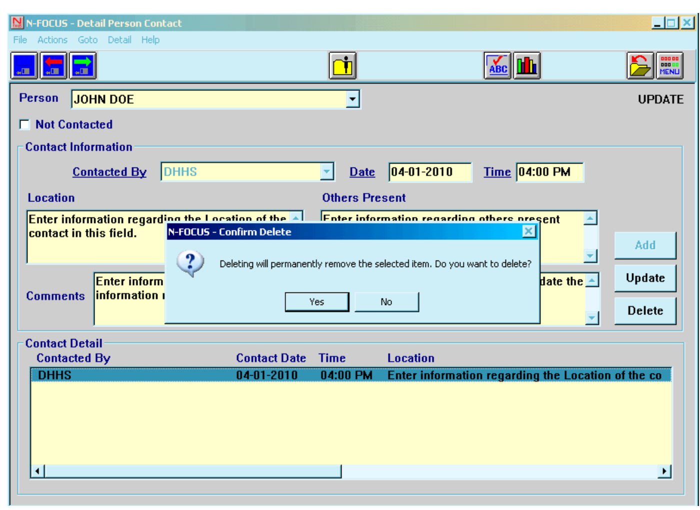
   The Updated information will display in the Contact Detail area of the window. Scroll to the right to see additional information.
5. Click the Save, Save and Close or Save and Next icon.

Delete Person Contacted Information (New)

1. Navigate to the Detail Person Contact window.
2. Select (highlight) the Contact Detail row Delete.

   The Detail Person Contact window fields will be populated with the selected rows information and the Delete pushbutton will become active.
3. Click the Delete pushbutton.

   A Delete Confirmation window will display.



4. Click Yes to delete the selected Contact Detail. Click No to return to the Contact Detail without deleting the information.

   When selecting the Yes option to continue the Delete, the Contact Detail fields will become blank.

5. Click the Save, Save and Close or Save and Next icon.

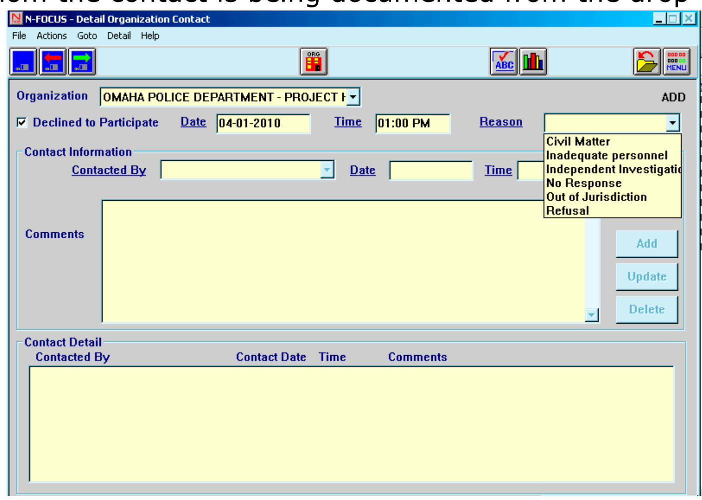
   Tip: Once a Contact Detail is permanently deleted, there is no way to recover that information. Be very cautious about deleting Contact Details.

Organization Not Contacted (New)

1. Click the Contact Detail pushbutton for the Organizations in Investigation section.

   The Detail Organization Contact window opens.

2. Select the Organization for whom the contact is being documented from the drop down list.



3. Click the Not Contacted Check Box.

   The Date, Time and Reason fields display.

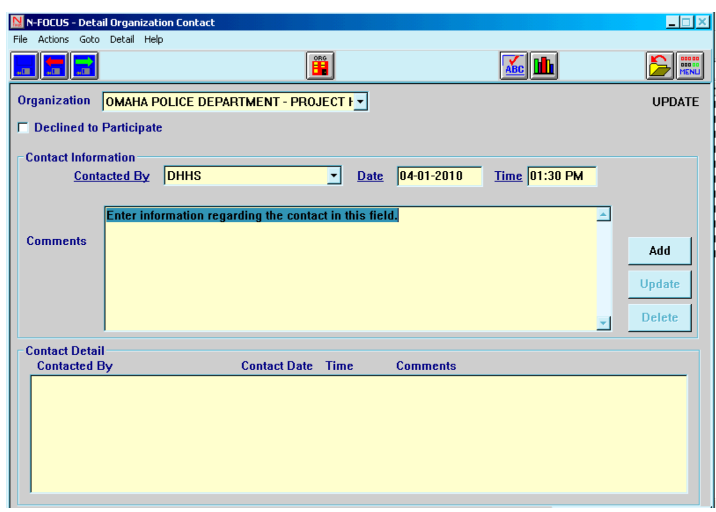
4. Enter the Date the Organization Declined to Participate in the Investigation.
   This cannot be a future Date.

5. Enter the Time the Organization Declined to Participate in the Investigation.
   This cannot be a future Time.

6. Select the appropriate Reason the Organization declined to participate in the Investigation from the Reason field drop down list.

7. Click the Save, Save and Close or Save and Next icon.

Organization Contacted (New)



1. Click the Contact Detail pushbutton for the Organizations in Investigation section.

   The Detail Organization Contact window opens.

2. Select the Organization for whom the contact is being documented from the drop down list.

3. Select the appropriate option from the Contacted By drop down list.
   - DHHS
   - Law Enforcement

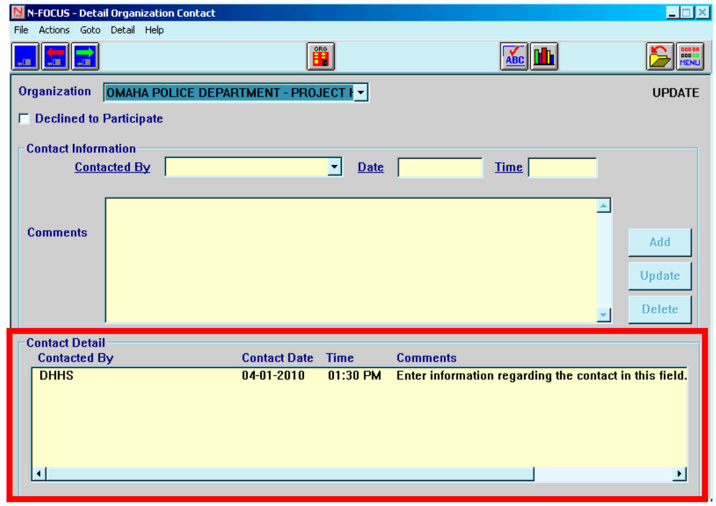
4. Enter the date of contact in the Date field.

This cannot be a future date.

5. Enter the time of the contact in the Time field.

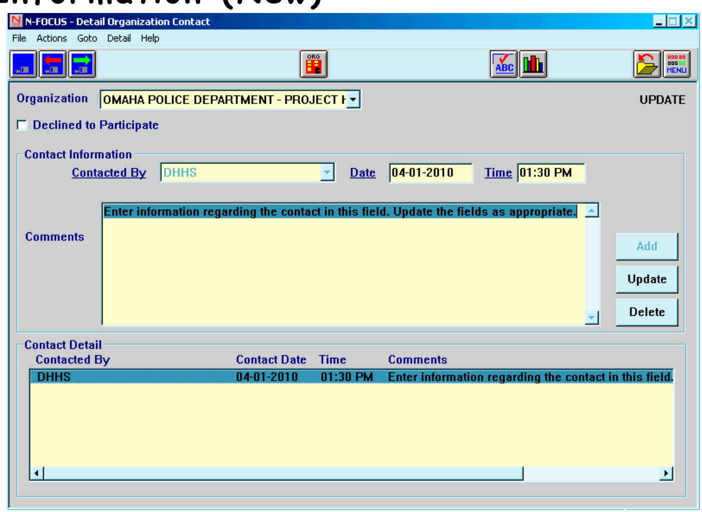
   This cannot be a future time.
6. Enter information in the Comments field as appropriate to the contact.
7. Click the Add pushbutton.

   The information entered will display in the Contact Detail area of the window. Scroll to the right to see additional information.
8. Click the Save, Save and Close or Save and Next icon.



Update Organization Contact Information (New)

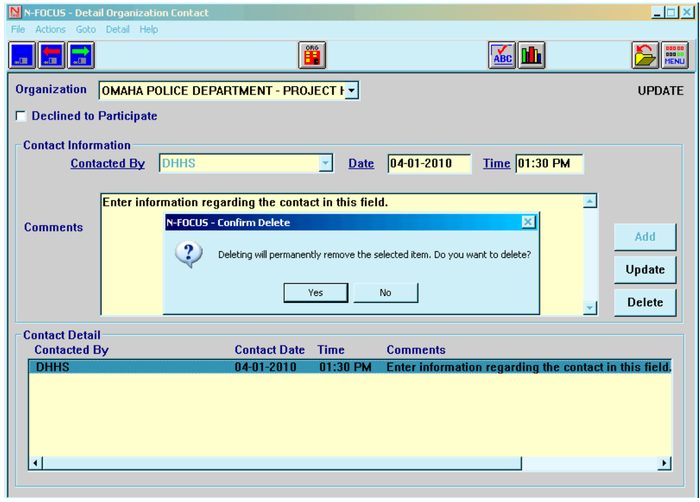
1. Navigate to the Detail Organization Contact window.
2. Select (highlight) the Contact Detail row to Update. The Detail Organization Contact window fields will be populated with the selected rows information and the Update pushbutton will become active.
3. Make changes to the fields as appropriate.
4. Click the Update pushbutton.



   The Updated information will display in the Contact Detail area of the window. Scroll to the right to see additional information.
5. Click the Save, Save and Close or Save and Next icon.

Delete Organization Contacted Information (New)

1. Navigate to the Detail Organization Contact window.
2. Select (highlight) the Contact Detail row Delete.

   The Detail Organization Contact window fields will be populated with the selected rows information and the Delete pushbutton will become active.
3. Click the Delete pushbutton.

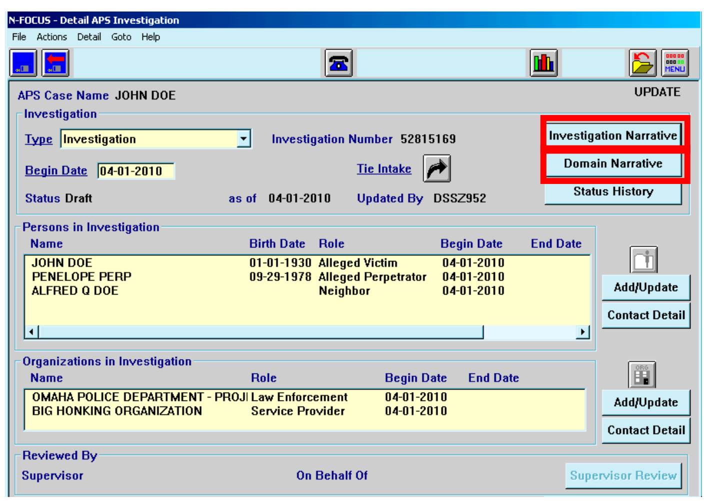
   A Delete Confirmation window will display.
4. Click Yes to delete the selected Contact Detail. Click No return to the Contact Detail without deleting the information.

   When selecting the Yes option to continue the Delete, the Contact Detail fields will become blank.
5. Click the Save, Save and Close or Save and Next icon.

   Tip: Once a Contact Detail is permanently deleted, there is no way to recover that information. Be very cautious about deleting Contact Details.

Creating Investigative Narrative (New)

Investigative Narrative is to be entered to document day to day activities associated with the APS Investigation.



1. Navigate to the Detail APS Investigation window.
2. Click the Investigative Narrative pushbutton.

   The Search Narrative window will display with the related Subject Areas.
3. Select (highlight) the appropriate Subject Area.
4. Click the New pushbutton.

   The Detail Narrative window opens.
5. Enter the narrative as appropriate for each Subject Item.
6. Click the Save and Next button to proceed through the Item list and enter narrative as appropriate.

   Note: Spell Check is available for each narrative item.

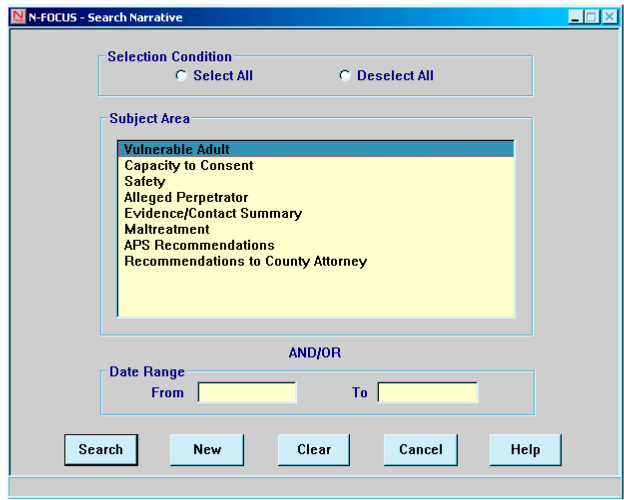
Creating Domain Narrative (New)

Domain Narrative is available to enter a summary of the activity that has occurred during the APS Investigation. This narrative is intended for staff to summarize all of the information collected during the investigation that will be used as substantiating or refuting evidence of maltreatment, vulnerability, etc. Generally, narrative in these Subject Areas will be entered only one time and then enhanced as required during supervisory review.

Note: It is required that each Subject Area have narrative entered, however, it is not mandatory that each Item within each Subject Area have narrative.

1. Navigate to the Detail APS Investigation window.
2. To create this narrative, click the Domain Narrative pushbutton.

   The Search Narrative window will display with the related Subject Areas.



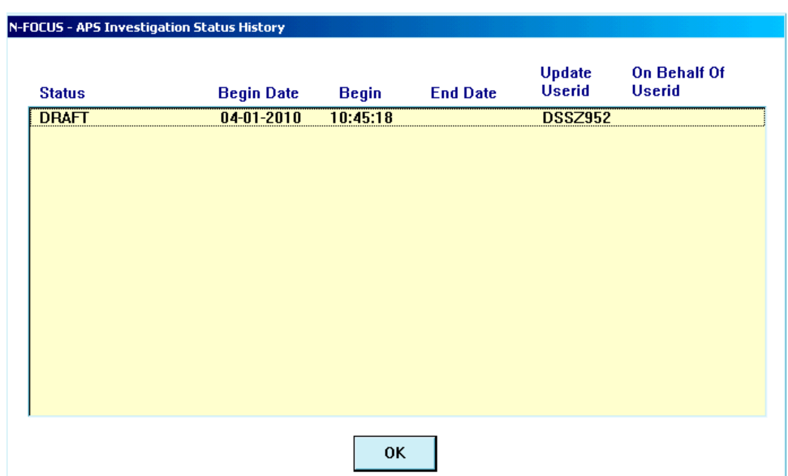
3. Select (highlight) the appropriate Subject Area.
   It is required that each Subject area have narrative entered, however, it is not mandatory that each Item within each Subject Area have narrative.
4. Click the New pushbutton.

   The Detail Narrative window opens.
5. Enter the narrative as appropriate for each Subject Item.
6. Click the Save and Next button to proceed through the Item list and enter narrative as appropriate.

   Note: Spell Check is available for each narrative item.

Viewing Status History (New)

Select the Status History pushbutton located on the Detail APS Investigation window to see a history of the Status of the APS Investigation. The Begin Date, Begin Time, End Date and User ID of the person who made the update are provided.



Status Updates (New)

Workers and Supervisors will have different security levels that will allow them to update an APS Investigation Status based on their responsibilities.

- Workers will update the status of an APS Investigation from Draft or Revisions Required Status to Ready for Review.
- Supervisors will update an APS Investigation Status from Ready for Review to Revisions Required or Final Status.

  Note: Workers will need to notify supervisors that the status of an APS Investigation has been changed. Additionally, supervisors will then need to notify workers that the review has been completed and the status has changed.

Available Status Options (New)

Draft – this status is set by N-FOCUS for each new Investigation. Worker level security allows the update of this status to Ready for Review.

Ready for Review – this status is set by a worker when the worker has completed the investigation. All Narrative entries must be in Final Status prior to updating the APS Investigation Status from Draft to Ready for Review.

Revisions Required – this status is set by a supervisor who is responsible for approving all the work done to complete the Investigation and arrive at a Finding. The supervisor will select this status when additional work needs to be completed on the Investigation.

Once the worker completes the additional work suggested by the supervisor, the worker will change the status of the APS Investigation back to **Ready for Review**.

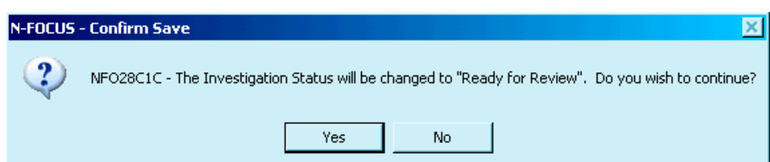
Final – this status is set by the investigation worker's supervisor or that supervisor's designee after the investigation has been reviewed, all documentation has been approved, the investigation process has been approved and findings have been determined. Once an APS Investigation is in Final status, the status cannot be reopened by a worker or a supervisor.

Worker Status Update Process (New)

All narrative entries must be in changed from Draft to Final prior to updating the APS Investigation Status to Ready for Review.

1. To change the APS Investigation Status, select the Actions>Update Status.

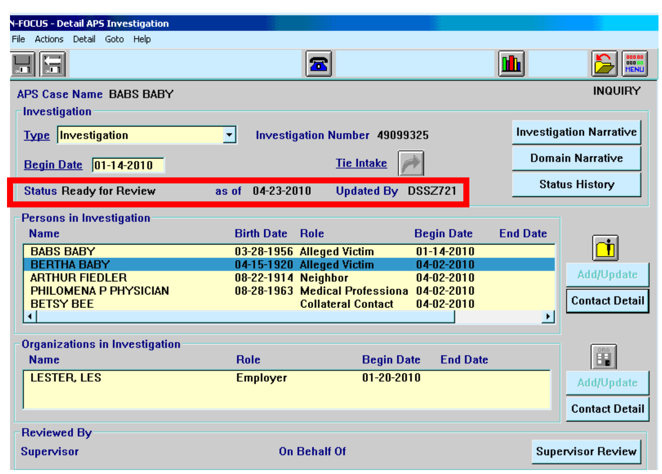
   A confirmation window will display.



2. Click Yes to change the Status. Click No to return to the Detail APS Investigation window without changing the status.

   The Status will change from Draft to Ready for Review with the As Of and Updated By fields populated.

   Note: Workers will need to notify supervisors that the status of an APS Investigation has been changed.

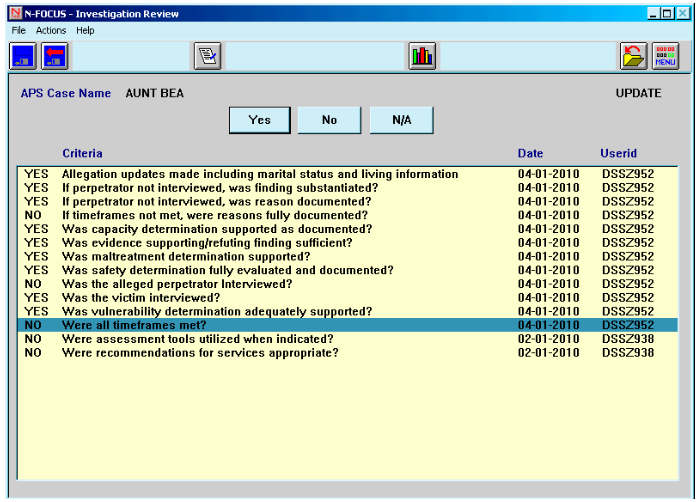


Supervisory Review (New)

The supervisor will go through the following steps to review the APS Investigation.

1. Click the Supervisor Review pushbutton located on the Detail APS Investigation window.

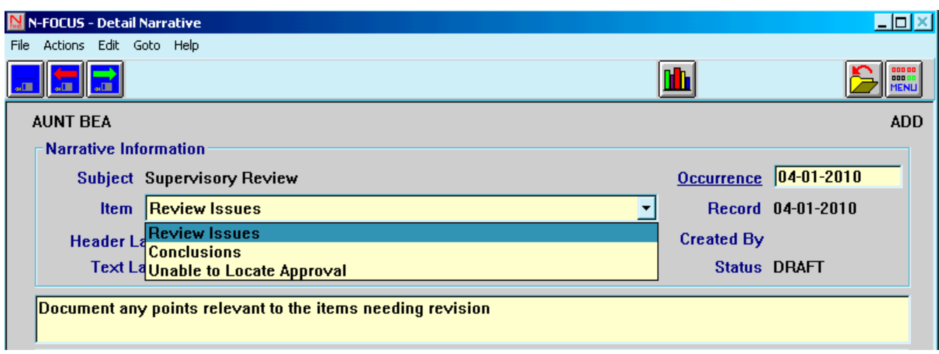
   The Investigation Review window opens.



2. Select (highlight) a row containing Criteria.
3. Click Yes, No or N/A as appropriate to the row.

   The selection will be indicated directly to the left of the written criteria and the following criteria will be selected.
4. Respond to each Criterion as appropriate.
5. Select the Narrative icon to document information from the Supervisory Review.

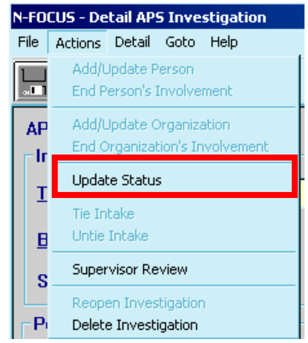
   Note: All Narratives must be in Final Status before the APS Investigation can be changed to Final Status.
6. Click Save and Close once all narrative has been entered to return to the Investigation Review window.



7. Click Save and Close to return to the Detail APS Investigation window.
8. Change the Status of the APS Investigation.
   If additional information is required of the worker assigned to this APS Investigation, change the APS Investigation Status to Revisions Required. When the assigned staff person has made the required revisions, they will again change the APS Investigation Status to Ready for Review.

   If the APS Investigation is complete, change the Status to Final.

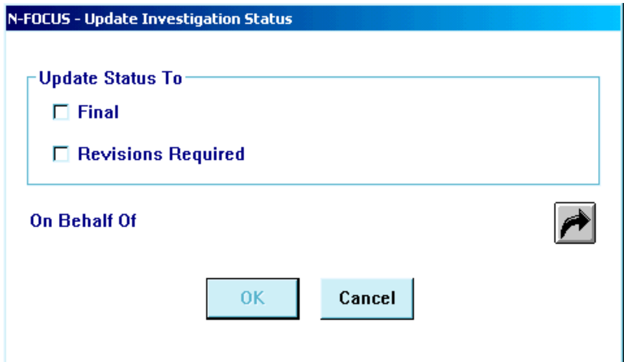
Supervisor Status Update Process (New)



All narrative entries must be changed from Draft to Final prior to updating the APS Investigation Status.

1. To change the APS Investigation Status, select the Actions>Update Status.

   The Update Investigation Status window will open.



2. Select the appropriate Update Status option.

   Revisions Required – this status is set by a supervisor who is responsible for approving all the work done to complete the Investigation and arrive at a Finding. The supervisor will select this status when additional work needs to be completed on the Investigation.

   Once the worker completes the additional work suggested by the supervisor, the worker will change the status of the APS Investigation back to **Ready for Review**.

   > **Note**: If you change the status to Revisions Required and expect the worker to create additional narrative or to modify narrative in any way, you will need to navigate to that Detail Narrative and select Action>Redraft Narrative to allow the worker to make changes. This step needs to be completed for each Detail Narrative the worker needs to modify.

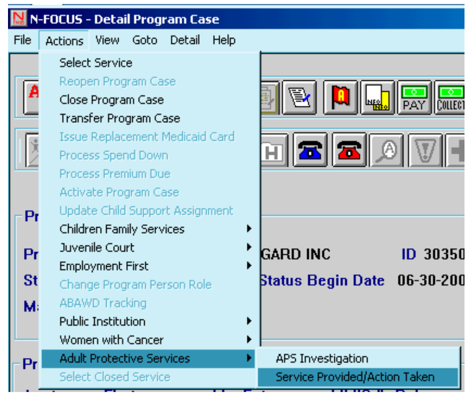
   Final – this status is set by the investigation worker's supervisor or that supervisor's designee after the investigation has been reviewed, all documentation has been approved, the investigation process has been approved and findings have been determined. Once an APS Investigation is in Final status, the status cannot be reopened by a worker or a supervisor.

3. Click the black Select arrow to select a Staff Person for whom the review is being conducted.
   Note: This step is only taken if the review has been conducted by a designee of the worker's supervisor.
4. Click OK.
   The Detail APS Investigation window with display with the Status, As Of and Updated By fields populated.

   Note: Supervisors will need to notify workers that the status of an APS Investigation has been changed.

List Service Provided/Action Taken Window (Change)

The List Service Provided/Action Taken window is now inquiry only. To access this window, use the following steps:



1. Navigate to the Detail Program Case Window.
2. Select the Program Case Person from the Program Case Persons list.
3. Select the Actions>Adult Protective Services>Service Provided/Action Taken menu.

   The List Service Provided/Action Taken window will open.