
NFOCUS Major Release

MLTC

August 12, 2018

A Major Release of the NFOCUS system is being implemented August 12, 2018. 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.

Electronic Application: 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 will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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General Interest and Mainframe

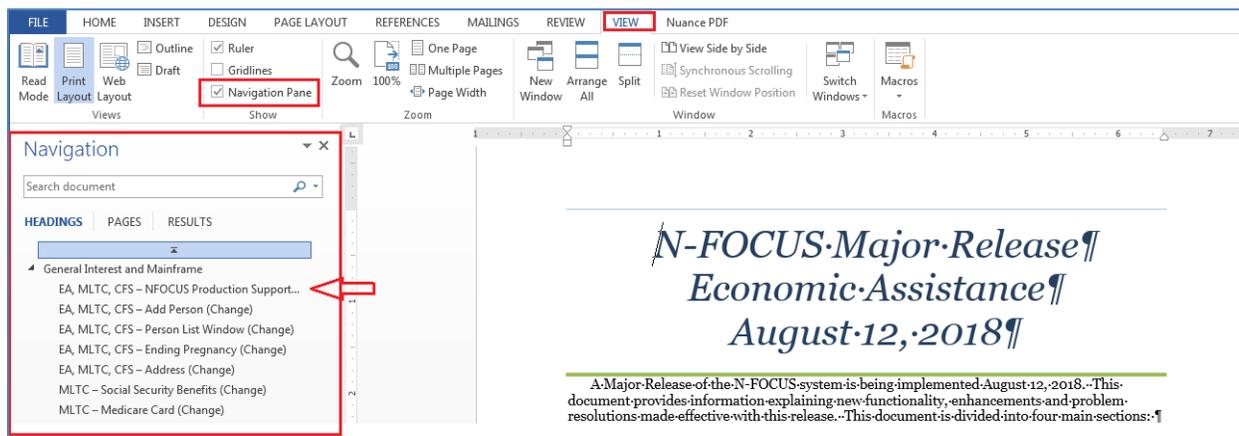
Navigating Release Notes

A quick way to navigate through the Release Notes is to use the Navigation pane on the left side of the screen. To activate this pane, simply follow these steps:

- Click the View Tab
- Place a check mark in front of Navigation Pane

Result: The Navigation Pane will display on the left side of the screen.

- Scroll through the Table of Contents and click the topic you wish to view.



Master Client Index MCI – New

Note that this functionality was delayed from the April release.

Medicaid eligibility is in the process of being moved from NFOCUS to NTRAC. As part of this change, the Master Client Index (MCI) will maintain person data from both systems. The Master Client Index (MCI) data will be synchronized between NFOCUS and NTRAC to streamline the data management (create, update, merge & discontinue) processes between Medicaid and non-Medicaid Programs.

To create the MCI, the data synchronization process uses certain attributes of client information (person demographic data) such as first and last names, date of birth, gender, SSN, etc. It reduces the potential to create duplicate records, makes it easier to manage a person's information, and allows DHHS to integrate programs on an enterprise level.

Having the people linked in both systems allows for the daily interface between NFOCUS and NTRAC to pass eligibility information back and forth for an individual.

The MCI Implementation will be handled in two phases. The first phase is the integration of NFOCUS with MCI. The second phase of the MCI implementation will be the integration of NTRAC with the MCI.

NFOCUS Production Support Hours

NFOCUS Production Support Hours are from 7:00 AM (CST) until 5:30 (CST). We have staff meeting every Wednesday morning from 8:00 until 10:00. During this time you may leave a voice mail or send in an e-mail.

Please leave your BF Number, Master Case Number and your name and phone number in your message.

If you have a Case Error and do not want to wait on the phone you can send an e-mail to our production support mailbox.

Please put the MC number, your BF number and you logon ID in the e-mail and send it to DHHS NFOCUS Production Support DHHS.NFOCUSProductionSupport@nebraska.gov.

You will then receive an Instant Message when the case has been reset and you must open the Master Case to the navigator window before you check the case in. This will reset any triggers that were created before the error.

Add Person (Change)

An NFOCUS person ID can be entered on the Add Person window. The out select arrow is then enabled and the person's details are pulled back into the window. This saves the user from having to reenter the details when the person is known to exist on NFOCUS. (Screen prints on next page)

See screen prints on following page.

N-FOCUS - Add Person

N-FOCUS ID 

- OR -

Name

First

Middle

Last

Ext

Sex

SSN Interim SSN

Birth Date

Ethnicity

Race
[Select ALL that apply]

American Indian or Alaska Native
Asian
Black or African American
Declined
Native Hawaiian or Other Pacific Islander
Unknown
White

Perform Clearance Cancel Help

Note: The person details cannot be edited from the Add Person window. Select the Perform Clearance button to save the Add action.

N-FOCUS - Add Person

N-FOCUS ID 

- OR -

Name

First

Middle

Last

Ext

Sex

SSN

Birth Date

Ethnicity

Race (Select ALL that apply)

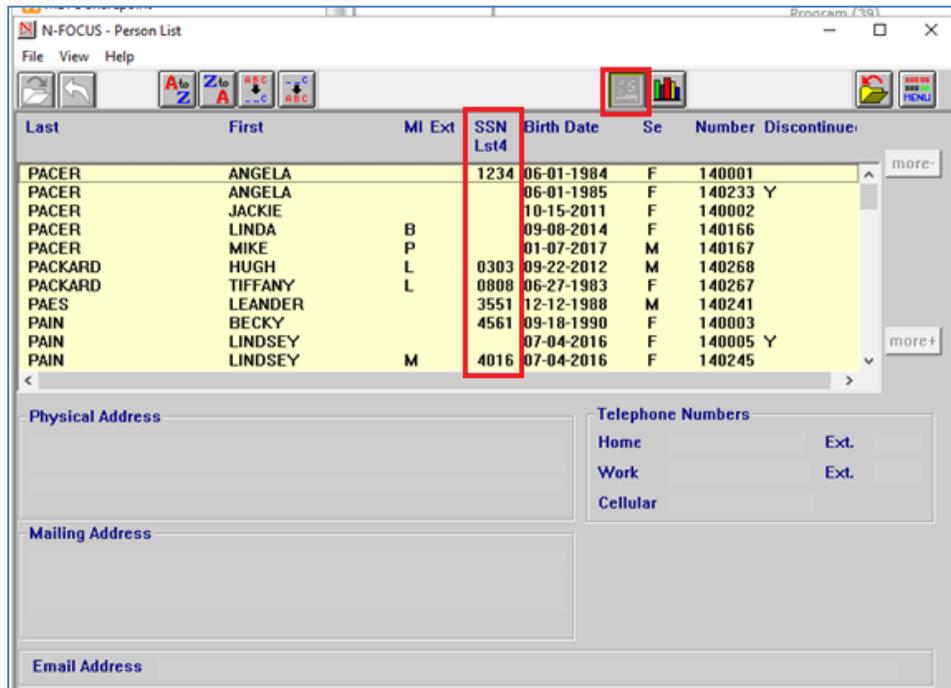
- American Indian or Alaska Native
- Asian
- Black or African American
- Declined
- Native Hawaiian or Other Pacific Islander
- Unknown**
- White

N-FOCUS - T

Person List Window (Change)

The File Director icon has been added to the window.

The SSN column has been reduced to SSN4. Previously the SSN was displayed as xxx-xx-1234.



Last	First	MI	Ext	SSN Lst4	Birth Date	Se	Number	Discontinue
PACER	ANGELA			1234	06-01-1984	F	140001	
PACER	ANGELA				06-01-1985	F	140233	Y
PACER	JACKIE				10-15-2011	F	140002	
PACER	LINDA	B			09-08-2014	F	140166	
PACER	MIKE	P			01-07-2017	M	140167	
PACKARD	HUGH	L		0303	09-22-2012	M	140268	
PACKARD	TIFFANY	L		0808	06-27-1983	F	140267	
PAES	LEANDER			3551	12-12-1988	M	140241	
PAIN	BECKY			4561	09-18-1990	F	140003	
PAIN	LINDSEY				07-04-2016	F	140005	Y
PAIN	LINDSEY	M		4016	07-04-2016	F	140245	

Ending Pregnancy (Change)

Ending a pregnancy due to birth will now take the worker through the person clearance process.

The Resolve Modified Person window will open if potential matches are found. The user can Accept Changes or Reject Changes. The purpose is to identify duplicate people.

Call production support if a duplicate is identified.

Address (Change)

When a person has both a Physical Address and a Mailing Address and the Physical Address is changed but the Mailing Address is not changed, a window will pop up saying 'You have updated the physical address. Check the mailing address to determine if it needs to be changed'.

Workers should update the Mailing Address if necessary.

This reminder does not apply to Organization address changes.

The screenshot shows the 'Address of: PERSON' window in NFOCUS. The 'Physical Address' radio button is selected. The address fields are filled with: Number 19959, Direction (dropdown), Street Name ODESSA, Type ST, Postdirection (dropdown), Unit Type (dropdown), Unit Number (text), City LINCOLN, State NE, Zip Code 68502, and County Lancaster. A 'Client Preferences History' sidebar is visible on the right. A modal dialog box is open in the center with the message: 'NFO2611C - You have updated the physical address. Check the mailing address to determine if it needs to be changed.' Below the address fields, there are sections for 'Physical Address' (NICCO ASHLEY, 19959 ODESSA ST, LINCOLN NE 68502) and 'Mailing Address' (NICCO ASHLEY, PO BOX 999, LINCOLN NE 68508). The window has 'OK', 'Cancel', and 'Help' buttons at the bottom. The status bar at the bottom right shows 'N-FOCUS - Test Date' and '06-18-2018 14:19'.

Social Security Benefits (Change)

A person must apply for Social Security Benefits if they are age 65 or if they have been disabled for at least two years. NFOCUS does not auto enroll for Social Security Benefits.

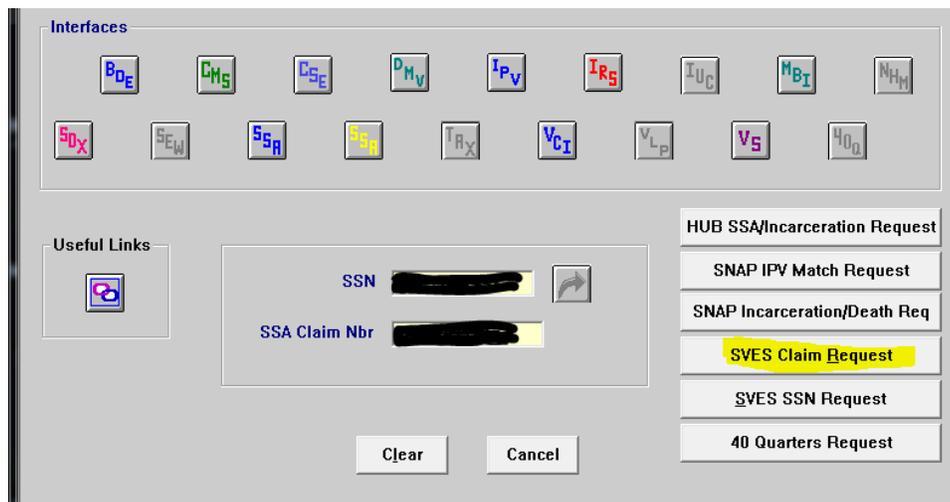
The Medicare program has four parts:

- **Part A (Hospital Insurance):** Hospital insurance helps pay for inpatient care in a hospital or skilled nursing facility (following a hospital stay), some home health care and hospice care.
- **Part B (Medical Insurance):** Medical insurance helps pay for doctors' services and many other medical services and supplies that Part A hospital insurance does not cover.
- **Part C (Medicare Advantage plans):** If a person has Medicare Parts A and B, they can join a Medicare Advantage plan. Medicare Advantage plans are offered by private companies and approved by Medicare. These plans generally help pay the medical costs not covered by Medicare Part A and B.
- **Part D (prescription drug coverage):** Prescription drug coverage helps pay for medications doctors prescribe for treatment.

The BDE Interface will display the amount a person is receiving from SSA and their Medicare Part A and B eligibility. The Interface will import this information into NFOCUS to create SSA unearned income and create the information for the Medicare Task.

If the person is receiving SSA benefits and we do not have a BDE Interface, you can send off a Claim request.

On the Interface Menu window, enter the HIC number and then tab to get the SVES Claim Request button to enable – then press this button.



If this request did not generate the BDE Interface within 48 hours, Or if you cannot find the HIC number, then send an e-mail with the MC number, Client name and SSN to the DHHS.NFOCUS Production Support mail box asking for this information.

DHHS NFOCUS Production Support
DHHS.NFOCUSProductionSupport@nebraska.gov

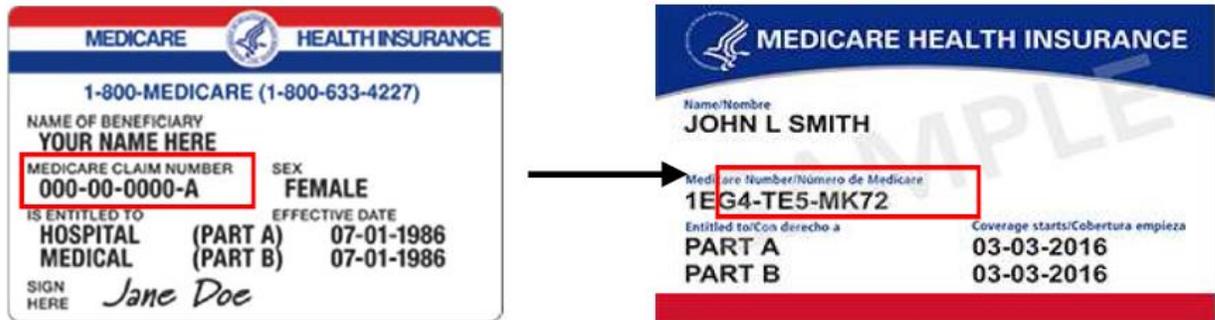
To auto enroll a person for state Buy-in who is receiving Medicare Part A and who would be eligible for state Buy-In of Medicare Part B premium:

1. In the Expense Task, enter the Medicare Part B premium expense amount and verify.
2. In the Medicare Task, enter the Medicare Part A HIC number and begin date, if it has not already been entered by the interface process. Do **NOT** enter Medicare Part B because it is not effective until we complete the enrollment via the Buy-In. If it is entered it will pass to the MMIS system before it is in place and cause problems with claims payments.
3. Run the Med Budget AABD/QMB and authorize. When the person goes active AABD/QMB a trigger will be created for Buy-In.
4. When Buy-In runs the next time, it will process the trigger and see that the person is active in a MED eligible category for Buy-In and has Medicare Part A. The program will use the claim number from the Medicare Part A data and automatically enroll the person in Part B.

Medicare Part B, C and D are entered as expenses in the Expense Task as the person must pay a premium in order to receive these benefits.

MLTC – Medicare Card (Change)

Medicare customers will be receiving a new Medicare Card with their new Medicare Beneficiary Identifier (MBI) number. The MBI number will be made up of numbers and uppercase letters and will be 11 characters in length.



They will still have a Health Insurance Claim Number (HICN) but it will no longer be displayed on their Medicare Card.

- The BDE and CMS Interface will continue to interface the HIC number into NFOCUS and also display this number on the windows.
- The HIC number will still be used for Medicare Part A and Part B and entered on NFOCUS.

The Medicaid ID number will stay the same and is not the same as the MBI number.

The new MBI number:

- MBI number IS NOT entered on NFOCUS
- MBI number is only used for the Medicaid Claims
- MBI number Is only viewable on the MMIS window

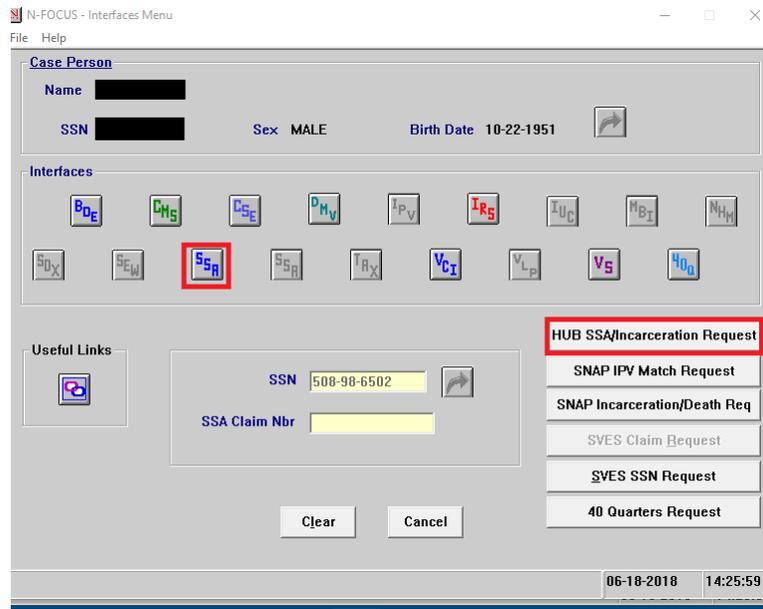
X - MEDREF					
* HIC NUMBER *	MBI	MBI BEG	MBI END	* * EXCESS INCOME * *	* * AMOUNT DATE * *

- MBI number may change so the begin and end dates are also shown on MMIS

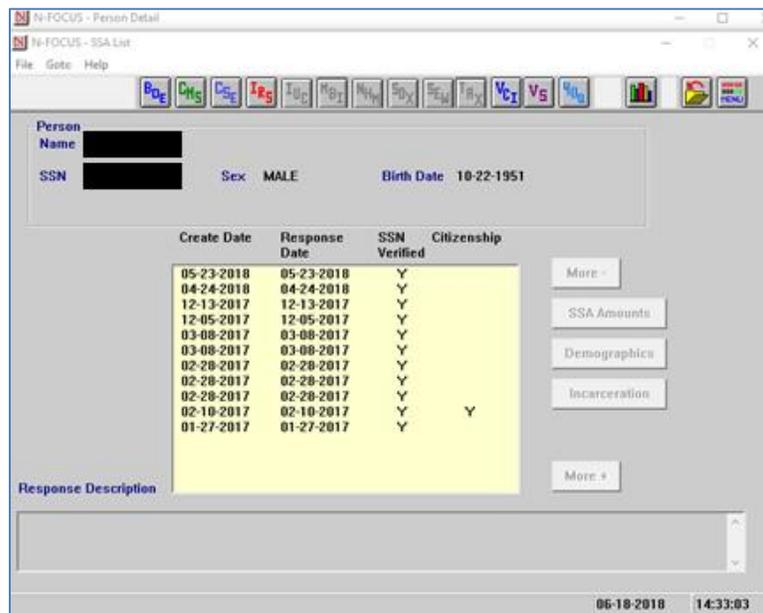
Interfaces

SSA Composite/ Federal Data Services Hub interface

When there is existing information in the Medicaid SSA (blue icon) interface and the worker makes another request using the HUB SSA/Incarceration Request button, the request will now be made on all factors covered by the interface. In the past, if Citizenship had been previously verified a later request was not being made for further verification.



Future requests should display a response to Citizenship also.



SVES Verification Request (Change)

In the past, when a child's Date of Birth was verified by the Nebraska Department of Vital Statistics that child was not sent to SVES for a SSN Verification so the SSN was never verified. This will now be fixed so that all new born children verified by Vital Statistics will be sent to SVES for a SSN verification.

SDX Interface Display (Fix)

Some of the SDX Demographics Category codes have been incorrect. This has been fixed. The new, more descriptive, codes are displayed in the chart below the screen print.

The screenshot shows the 'SDX Demographics' interface. The 'Category' field is highlighted with a red box and contains the text 'Disabled Individual'. Other fields include SSN (506-21-7628), Birth Date (02-23-1982), Name (SEAN LUNDSTROM), Gender (M), Date Received (06-13-2018), Mailing Address (2905 S 160TH PLAZA, OMAHA NE, 68130 2037), Residence Address (2905 SOUTH 160TH PLAZA, OMAHA NE, 68130), Payee Name and Address (GUARDIAN ANGELS LIFE SERVICES, PO BOX 260, KENESAW NE, 68956 0260), SSN (0), Eligible Spouse (0), SSI Essential Person (0), Alien Indicator (Alleged born US; corroborated by US place of birth shown on Numident), and Alien Country.

Aged individual
Aged individual with an ineligible spouse
Aged individual with eligible spouse
Blind Individual
Blind individual with ineligible Spouse
Blind individual with eligible spouse
Disabled individual with Eligible spouse
Disabled individual
Disabled individual with ineligible spouse
Blind child

Blind Child living with mother
Blind child living with father
Blind child living with both parents
Disabled child
Disabled child living with mother
Disabled child living with father
Disabled child living with both parents
Eligible individual awaiting spouse

ACCESSNebraska Tips:

Below is general information regarding ACCESSNebraska. Calls regarding (AN) accounts, online applications or PIN can all be referred to Production and Support 1-888-281-6629.

NEVER CLEAR PIN – Refer to NFOCUS Production Support (P&S)

Create Account

- to go to www.accessnebraska.ne.gov
- enter in English or Spanish to be routed to main menu

ACCESSNebraska Accounts

- ACCESSNebraska Supported browsers; Internet Explorer, Firefox, Google Chrome.
 - If one of the above browsers are not working it is suggested that user change to one of the other supported browsers.
 - Internet Explorer and Firefox are the preferred.
- Mobile devices are NOT supported and are not recommended, however most users have limited access to their accounts on tablets or phones.
- Changing Passwords – expire every 90 days. User will prompted to change password.
 - Password changes are only successful only on desk or laptop computers NOT on tablets or phones.
- If forget password or user ID, use forgot help links for assistance.
 - Forgot password or user ID links are only successful only on desk or laptop computers NOT on tablets or phones.
 - If user is not able to retrieve user ID, change password or remember security questions/answers, they **must** create a new account.
 - P&S cannot reset User ID, Passwords and security questions, suggest user create a new account.
 - User IDs are unique so if creating a new account **must** select a different user ID.
 - P&S can assist in providing PIN. **Add** email address to NFOCUS **prior** to transferring the call.

- **NEVER CLEAR PIN, refer to P&S.**

Application Online Process

- New users (no PIN) should select one of the program application icons to create an account and complete an application.
- A PIN is given **after** an application is received/pended.
 - PIN is NOT required to complete an application.
 - Hint: Economic Assistance app icon asks user to validate account with PIN. This defaults to yes, selecting NO continues user to the EA application.
 - Once PIN is generated, user can log in with same account to My Account and validate with PIN.
 - Name, DOB and last 4 numbers of their social security number.
 - Must match NFOCUS to validate account.
 - If duplicate person, account cannot be validated until duplicate is resolved. Call P&S.
 - My Account provides access to program status, notices, renewal and email/text preferences for programs user is a case name, rep or payee associated.

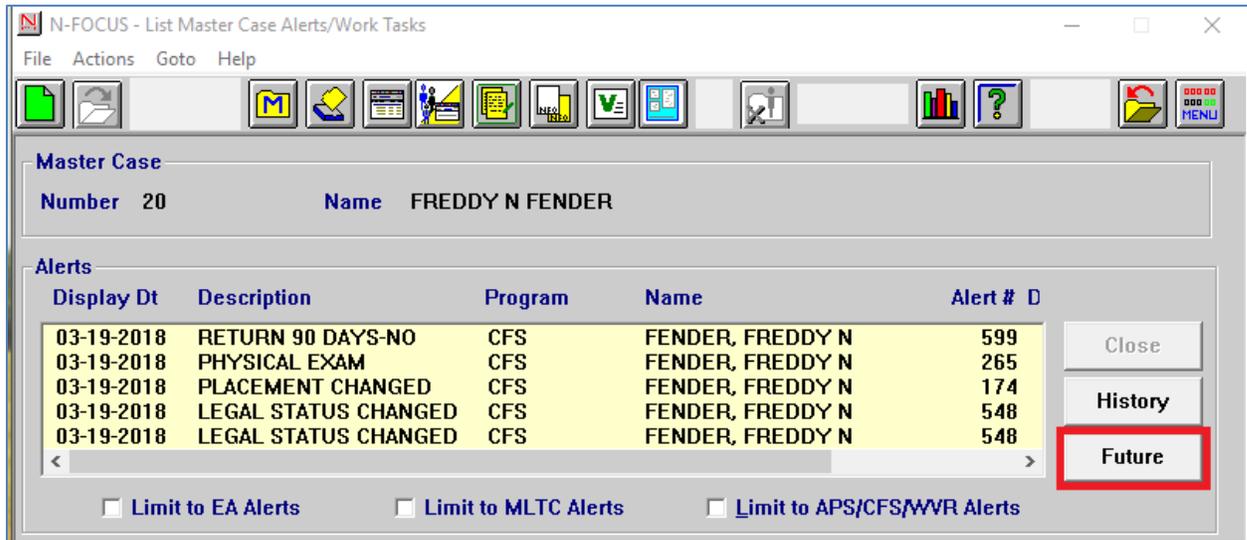
PIN

- PIN will be generated the evening programs are pended or made active. PIN letters are mailed unless requested online and email process request is completed.
 - Must be the case name, rep or payee of a pending/active program to be eligible for a PIN.
 - If all programs are closed/denied PIN **will not** generate.
- Online PIN request can be completed once pending/active program and case name, rep or payee.
 - Online PIN request, will clear an existing PIN or set to generate a PIN.
 - If email is in NFOCUS, PIN will generate and email right away.
 - If no email, PIN will generate overnight and be mailed.
 - If not PIN eligible, user will receive message not eligible, PIN will clear and new PIN will not be generated.
- P&S can view PIN and provide to user.
 - **Add** user's email address to NFOCUS **prior** to transferring to P&S.
 - **NEVER CLEAR PIN, refer to P&S.**

Alerts

View Future Dated Alerts (Change)

Select the Future button to navigate to the List Master Case Alert Window in order to view Alerts for the Master Case that have a display date in the future.



All alerts with future display dates will appear, regardless of the status. The filter options are available from the filter icons.



Resource Development Alert #605 Org Person Address Change (New)

Alert 605 will be created for the RD worker assigned to the service approval when a person's address is updated on the Person Detail window and they are an Org Related Person on an organization that has an active service approval for child care.

Correspondence

Non-Discrimination Language (Change)

The Non-Discrimination language has been changed on Correspondence created in NFOCUS to the following verbiage per Federal Legislation/Regulation request:

This institution is prohibited from discriminating based on race, color, national origin, disability, age, sex and in some cases religion or political beliefs.

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027), found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;
- (2) Fax: (202) 690-7442; or
- (3) Email: program.intake@usda.gov.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the [State Information/Hotline Numbers](#) (click the link for a listing of hotline numbers by State); found online at:

http://www/fns.usda.gov/snap/contact_info/hotlines.htm.

To file a complaint of discrimination regarding programs receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201, or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).

USDA and DHHS are equal opportunity providers and employers.

NFOCUS Tips

Duplicate Persons in NFOCUS

Duplicate persons continue to be created in the process of creating new Master Cases, adding a person to a Master Case, creating a CHARTS referral, CFS Intakes, and adding an Administrative person (Payee, Authorized Rep, etc). **Duplicating persons creates serious issues that affect your case accuracy.** It becomes even more important to not create duplicate persons with the new Medicaid system Nebraska Timely, Responsive, Accurate, and Customer Service (NTRAC).

NFOCUS was designed so that a person should only be on the system once. Each person should have only one person number. This same person can be in a Master Case, be an Authorized Rep, be in a CHARTS referral, CFS Intake, SDM and be in an Organization. There is no reason for a person to be on the system twice. The person number is found at the bottom of this window.

The screenshot shows the 'NFOCUS - Person Detail' window. The 'Person Name' section includes fields for First (KENNIE), Middle, Last (SANDS), and Ext ([NONE]). The 'SSN' field is empty, and the 'Birth Date' is 06-30-2016. The 'Sex' section has radio buttons for Female, Male, and Unknown. The 'Person Number' is 51318165. On the right side, there are several buttons for actions: CHARTS Referral NCP..., Medicare Inquiry, MMIS History..., Person Involvements, PIN Management, Program Cases..., School Attendance..., State Ward Details..., Tribal..., YRTC Narrative, Demographics..., Address..., Address History..., Client Preferences, E-Mail Addr. History, Military/International..., Name History..., Person Verification..., SSN History..., and Telephone... The status bar at the bottom shows '03 03-23-2017 11:32'.

Current Issues:

- Adding a person to the Master Case with the reason of EO (Energy Only)
 - If this person is already in another Master Case then it is an existing person – do not add a new person
- Unborn already on – child is born but pregnancy is not updated and the child is added as a new person
 - If there is already an unborn in the Master Case and a child has been born, update the pregnancy do not add another NFOCUS person.
- No SSN but Name and DOB matches someone already on NFOCUS.
 - More than likely this is the same person.
 - Check the address, Master Cases they have been in, Person Involvement, etc.
- SSN already matches someone on NFOCUS.
 - Do not change the SSN by one number to get it on NFOCUS.
- Not doing a thorough clearance before adding a person to NFOCUS

- Person name misspelled or last name changed

Note: If you have any questions or cannot complete the steps indicated above, contact NFOCUS Production Support.

IMPORTANT: If you created a duplicate person in error or find ones that you think might be duplicates, please contact NFOCUS Production Support so we can correct them.

Person Search

In order to reduce the number of duplicate persons created, please take the following steps before you create a person in NFOCUS:

Use the Person Search to determine if this person is already on NFOCUS

- SSN Search – If you have an SSN, do a search by SSN. If there is no match on SSN, then search by name.
 - Even if you have an SSN it is good to also do a name search to make sure they are not already on without the SSN
 - Person Search defaults to Partial Name search – this search finds all the names with the exact spelling of the last name and first name entered plus additional names that have more letters.
 - If there is a space in the last name or first name and the one entered does not have a space – it will not find this person.

Example: If you enter John Doe – you will get all the John Doe’s plus any John with the last name of Doeden, Doenhoefer, Doerschlag, Doescher, Doeschot, etc.

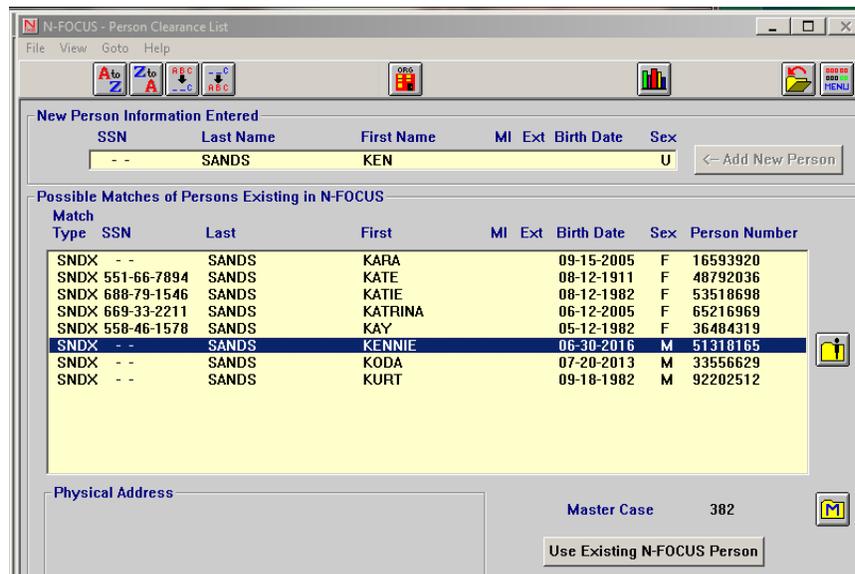
- If you are not sure how to spell the last name such as Johnson or Johnsen then enter johns as the last name and you will get matches for Johns, Johnsen, Johnson, Johnsons and Johnston with the same first name.
- It is also good to check the box ‘Search on Name History’.
- Sometime it is best to enter less to get a broader search.
- Address Search

Clearance Process

The Clearance Process uses soundex to find names that match the name that you entered. Soundex is a phonetic program used by NFOCUS to encode last names by their sound when pronounced in English. (See Help-How Do I for an overview of Soundex.) You will get a lot more possible matches with Soundex.

- If there are over 100 matches you will get a popup that will allow you to filter – by Last Name, First Name, Partial Last Name, Partial First Name or Sex.
- Person Clearance List:
 - Take time to look at the list. From this window you can look at Person Detail, what Master Cases they are in, their address and if they are an Org related person.
 - If a person already on NFOCUS has the same name and date of birth as the person you are entering, it is most likely the same person.
 - If it is the same person use the button at the bottom of the window ‘**Use Existing NFOCUS Person**’.

- **DO NOT** change the SSN by one number to get your person on when you have an SSN match - call NFOCUS Production Support
- See 'Help-How Do I' for complete instructions on the Clearance Process
- **If in doubt if this is the same person, call NFOCUS Production Support**



Administrative Person

- Always check to make sure the person is not already on NFOCUS
- When adding this person you must enter an address

Review HH Status

On Detail Master Case there is an icon to the right of the window in the Master Case Persons box that shows everyone that has been in this Master Case and their current status in the Master Case. Click this button to see everyone who has been in the Master Case before you add a person to the Master Case. They may already be in the Master Case you just need to change their Household status to In Household.



Review Person Involvements

Person Involvement is found on the Person Detail window. This shows all the involvements that this person has such as, Master Case, Organizations, CHARTS referrals, Overpayments, Intakes, Allegations, Safety Plans, etc.

Person Involvements

N-FOCUS - Person Involvement Inquiry

File Actions Goto Help

Person Name KENNIE SANDS Person Number 51318165

Person Involvements

<input checked="" type="checkbox"/> MASTER CASE	<input type="checkbox"/> DEVELOPMENTAL DISABILITIES
<input type="checkbox"/> SERVICE NEEDS ASSESSMENT	<input type="checkbox"/> SERVICE REQUEST
<input type="checkbox"/> ORGANIZATION	<input type="checkbox"/> CHARTS REFERRAL
<input type="checkbox"/> PERSON TRACKING	<input type="checkbox"/> EXTERNAL OVERPAYMENT
<input type="checkbox"/> PAYMENT METHOD	<input type="checkbox"/> ELIGIBILITY DETERMINATION OP

Children and Family Services

<input type="checkbox"/> ORG RELATED INVESTIGATION	<input type="checkbox"/> APS INVESTIGATION
<input type="checkbox"/> YLS ASSESSMENT	<input type="checkbox"/> SAFETY ASSESSMENT
<input type="checkbox"/> CHILD REVIEW	<input type="checkbox"/> SAFETY PLAN
<input type="checkbox"/> INTAKE	<input type="checkbox"/> CONDITION FOR RETURN
<input type="checkbox"/> ALLEGATION	<input type="checkbox"/> PROTECTIVE CAPACITY
<input type="checkbox"/> CENTRAL REGISTRY	<input type="checkbox"/> PROTECTIVE ACTION
<input type="checkbox"/> STRUCTURED DECISION MAKING	

N-FOCUS - Test Date