
N-FOCUS Major Release

Economic Assistance

April 7, 2019

A Major Release of the N-FOCUS system is being implemented April 7, 2019. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section.

Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.

Expert System: All N-FOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

Note: When new functionality is added to N-FOCUS that crosses multiple topics (ie General Interest and Mainframe, Alerts, Correspondence, Expert System etc) the functionality will be described in one primary location. This location will usually be the General Interest and Mainframe section or the Expert System section. Alerts, Work Tasks and Correspondence that are part of the new functionality will be documented in both the primary location that describes the entire process and in the Alerts, Work Tasks and Correspondence sections.

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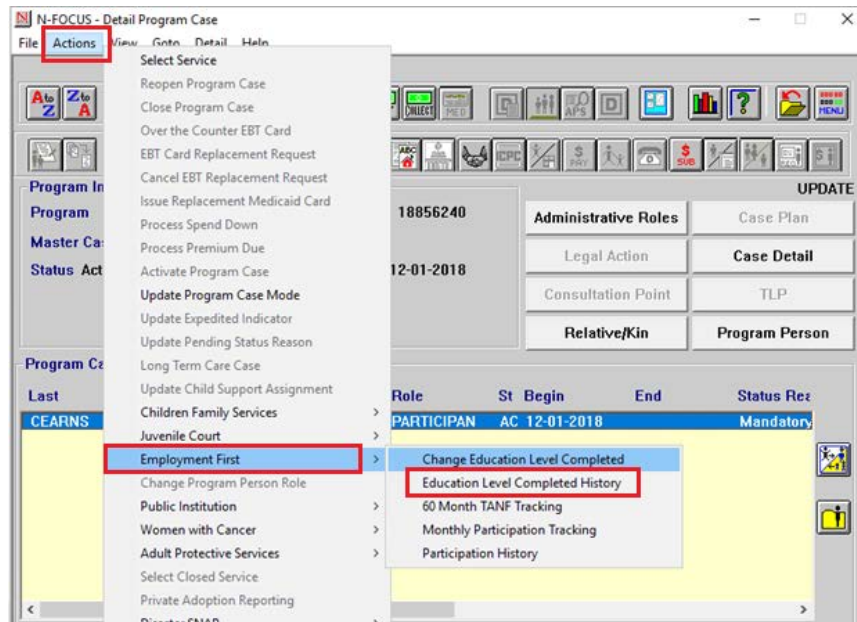
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General Interest and Mainframe

EF Education Level (Change)

With this release, the history of education level completed will display on the Education Level Completed History window. This new window is displayed from the Detail Program Case window menu Action>Employment First>Education Level Completed History.

The Education Level Completed History is a read only window.



[Pend and Tie PAS Program Case \(Change\)](#)

Pend a PAS Program Case

- A PAS Program Case can now be pended in a Master Case without a MED Program Case.
- To Activate the PAS Program Case there will still need to be an active MED program case.

Tie a PAS Program Case

- The PAS Program Case can now be Tied to a paper or electronic application.

[Review/Recert Processing Queue Priority Adjustment \(Change\)](#)

With this release, there was a change in the order in which cases are rendered from the Review/Recert Processing Queue.

When a SNAP Program Case is tied with the reason of Recert Late (RL) this Program Case will now come before a SNAP Program Case that is tied with reason of Recert Untimely (RU) and Cert Period Ends the Current Month.

[Unemployment Compensation \(IUC\) Interface \(Change\)](#)

The IUC interface will now display data once a client has applied for unemployment benefits and is pending. Data will not be displayed in the Benefit section until the first check is issued.

[Search Organization Cursor Default \(Fix\)](#)

Effective with this release, the cursor on the Search Organization window will be in the Organization EIN/SSN field when this window is opened.

[Alerts](#)

[Service Approval and Organization Alerts Transfers \(Change\)](#)

Alerts will now transfer when the Home Details assignment changes regardless of the Home Detail status. Previously the alerts would not transfer if Home Details was not active.

[Alert 127 – Case Action Taken - Discontinued \(Change\)](#)

Alert 127 – Case Action Taken has been discontinued. Waiver workers will continue to receive Alert 368 – Waiver Status Change.

[Alert 311 and 452- CSE Non Cooperation \(Change\)](#)

Alert 311 and 452- CSE Non Cooperation can now be closed even if the sanction has not been imposed.

Alert 250 Pregnancy Overdue (Change)

The pregnancy overdue alert has been reinstated for the ADC program. The alert is created on the first of the month when there isn't a pregnancy end date and the due date was prior to the beginning of the previous month and Mom is in ADC.

Alert 615 Child Welfare Payment (New)

This alert will notify ADC workers that a service authorization has been completed for an Out of Home Placement service, Adoption Service, or Guardian Service for a child in the ADC grant.

The alert will prompt Eligibility Staff to review that individual's ongoing eligibility for ADC and close either that individual from the ADC Program case or the entire ADC Program case.

Alert 616 – Child Welfare Payment (New)

Alert 616 – Child Welfare Payment will be created when a child is pending in an ADC Program Case and already has a Service Authorization for Out of Home Placement service, Adoption service, Guardian Service or is in an Independent Living or Bridge to Independence Grant case.

Correspondence

Barcode Updates (Change)

With this release, a document imaging index barcode will be printed on the bottom right of each page of the following forms:

- EA Earned Income Verification correspondence
- All Medicaid Renewal form types.

The IMFC/IV-E Review Sub-Categories will still be a single full-page style bar code.

EA, AABD and B2I ReliaCard Disclosure Form (New)

When a new Program Case is in Pending status and a ReliaCard has not been provided for the client, a cover letter and ReliaCard disclosure form will be mailed to the client. The cover letter will contain the following verbiage:

DHHS received your application for (AABD/ADC). This letter is NOT notifying you of a determination of eligibility from your application submitted. You'll receive a separate notification of your eligibility.

If you are determined eligible you will need to select a payment source for your assistance payment, either a ReliaCard (reloadable debit card) or direct deposit account. If you select ReliaCard, please read the disclosure information below. Again, this letter is NOT a confirmation of your eligibility.

Notice of Action with Comments (Change)

When a Notice of Action has comments the worker will now have the ability to print the correspondence without the need to return to the Mainframe Correspondence window to do so.

ABAWD Notice Template (Change)

Currently when an ABAWD is denied for the reason of Ineligible ABAWD, there is no standard language added to the notice regarding requirements. With this release, the template will include language when a SNAP case is closed/denied for the reason of Ineligible ABAWD and for when a participant is closed/denied from a SNAP case for reason of Ineligible ABAWD.

MED/PAS Denial Notice (Change)

The verbiage “this includes your Personal Assistance Services” has been added to the MED Denial Notice when there is also a Pending PAS Program Case that is being denied.

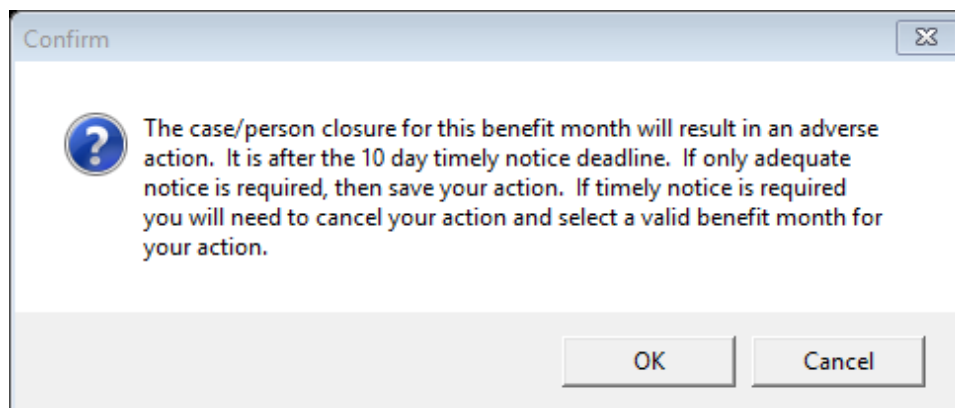
Expert System

SNAP Self-Employment Income (Fix)

N-FOCUS was allowing non-farming self-employment business losses to offset other self-employment business gains. This is incorrect. Only farming self-employment business losses can offset any other self-employment income, so the logic of SNAP budgeting was changed so that non-farming businesses will no longer offset other income.

Adverse Action Message (Change)

The Adverse Action message will display one day sooner as it has been changed to 11 days.



Note: The schedule is based on the number of days that are in the month.

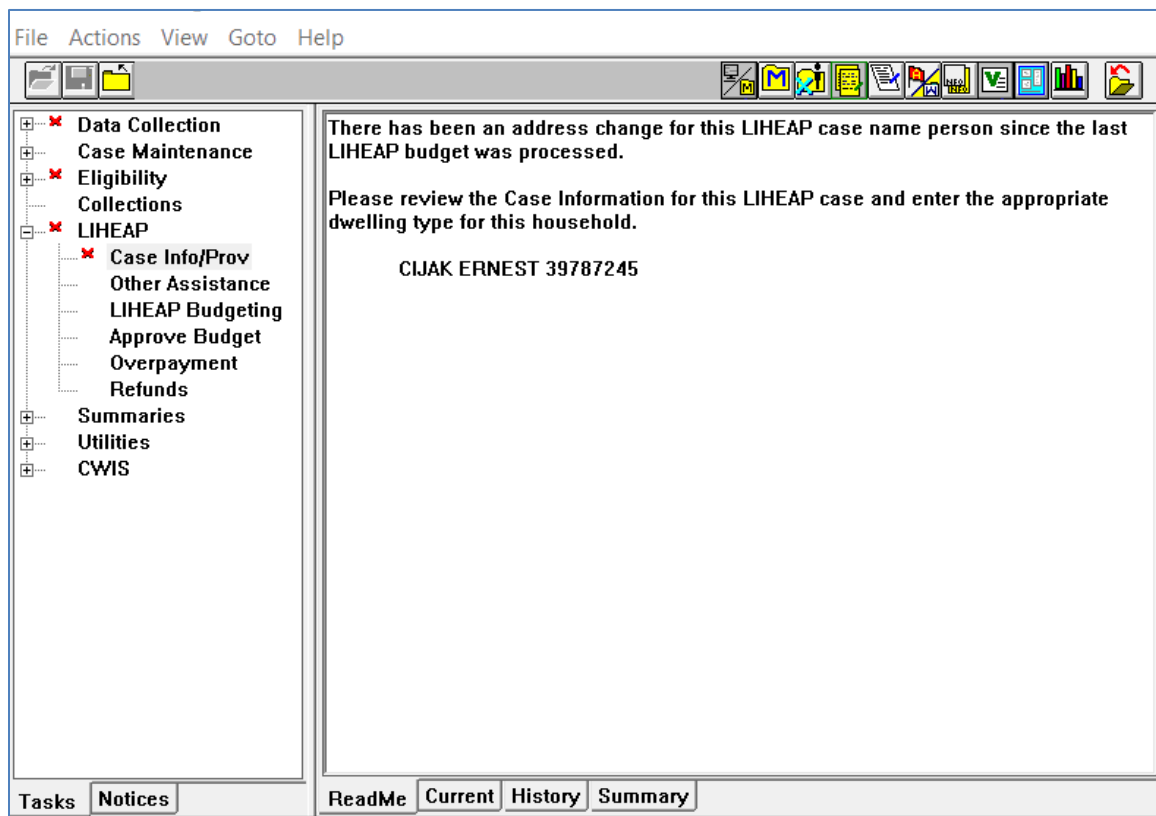
- 28 day month – 18th of the Month
- 29 day month – 19th of the Month
- 30 day month – 20th of the Month
- 31 day month – 21st day of the Month

LIHEAP Address Change Red X (Change)

A change has been made to the logic behind the **RED X** appearing in the LIHEAP Case Info/Provider task. In a prior release, NFOCUS was updated so that if the address for a LIHEAP household had changed since the last LIHEAP budget was run, a **RED X** would appear on the LIHEAP Case Info/Provider task. The worker would have to go into the task and select the current dwelling type for the household to remove the **RED X**, but if a new LIHEAP budget was not run, when the case is next checked out of the case, the **RED X** would again appear on LIHEAP Case Info/Provider task.

NFOCUS has been changed so that once the Dwelling Type has been confirmed by a worker, the **RED X** will not appear on any subsequent downloads, unless the household address changes again.

If the address again changes, the **RED X** will appear on the LIHEAP Case Info/Provider task and the following ReadMe message will appear instructing the worker to review the Case Information and enter the appropriate dwelling type for the household's current address (see below).



LIHEAP Budget with Pro-Rated Income Display (Fix)

Previously, LIHEAP budgets with pro-rated income (due to Financially Responsible ineligible participants), which displayed in Expert System with the calculation for the pro-ration, did not display the calculation for pro-ration in Mainframe budgets. This has been corrected.

Child Care Notice on Read Only Budgets (Change)

When Child Care is recalculated and there is a change in the Family Fee, a notice will be issued indicating the Family Fee change.

Deleting Notice of Eligibility with Comments (Change)

Previously, when comments were added to a Notice of Eligibility in Expert System, any subsequent check-out of a Master Case to Expert System the same day would result in the loss of the comments on the Notice. With this release, any Notice of Eligibility which includes comments will be stored as CREATED PENDING, and the comments will be retained.