
N-FOCUS Major Release

Economic Assistance

August 11, 2024

A Major Release of the N-FOCUS System is being implemented August 11, 2024. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses all the Divisions, MLTC, EA, CFS and DD.

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

ACCESSNebraska: N-FOCUS workers responsible for case activity received through the Web Based Electronic Application should read this section.

Home and Community Based Services:

N-FOCUS workers who work directly with DD or AD/TBI 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 Developmental Disabilities Programs.

Expert System: All N-FOCUS workers with responsibilities for case entry for AABD, ADA Payment SNAP, LIHEAP, LIHWAP, CC, FL, MED, Retro MED should read this section.

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

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

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General Interest and Mainframe

Refugee Cash Assistance (RCA)

RCA is a new program to use to process the cash benefits for the Refugee Resettlement Program (RRP). With the implementation of RCA, refugee cash benefits will no longer be processed with the ADC program.

Note: For additional information reading the RCA Program, click [here](#) for EARL RRP documentation or contact Production Support.

RCA Application

The application process for RRP will not change. If applying electronically, the ADC program will continue to be automatically selected. If the user manually deselects ADC, RCA will be the only program applied for.

Important: If an electronic application is received with ADC selected, the worker **must** determine eligibility for the ADC program.

The screenshot displays the N-FOCUS - Detail Applications window. The application details for SAMMY REFUGEEE are as follows:

Field	Value
Applicant	SAMMY REFUGEEE
Type	Economic Assistance Phone
Number	1094522
Received	05-15-2024
Status	Registered
Classification Code	INITIAL APPLICATION

The 'Programs Applied For' table is highlighted with a red box:

Applied For	Master Case	Program	Program Id	Program Case Name	Ti
RCA	10268	RCA	45394583	SAMMY REFUGEEE	05

The 'Status History' table is also visible:

Status	Begin Date	Begin Time	Created By
Registered	05-15-2024	13:18:04	DSSZ921
Submitted	05-15-2024	13:12:23	SYSTEM

Applications for RCA can be pended and tied in the N-FOCUS Mainframe and Expert. After RCA is pended, the program can be assigned to the Refugee Parolee Gatekeeper position (48839039) to be pulled by the EA RRP Unit.

RCA Tie Application in Mainframe

The application tying process and screens in the Mainframe will be the same as other Economic Assistance programs using the following steps:

1. Select the Refugee Cash Assistance program from the New Programs list.

N-FOCUS - New Programs

Master Case Person

Name TYLER REFUGEE

Person Number 0 Birthdate 01-01-1985 Sex MALE

Programs

Select the Programs the person is requesting

- SUBSIDIZED ADOPTION PAYMENT ONLY
- SUBSIDIZED ADOPTION/MEDICAID
- SUBSIDIZED GUARDIANSHIP MEDICAID ONLY
- SUBSIDIZED GUARDIANSHIP PAYMENT ONLY
- SUBSIDIZED GUARDIANSHIP/MEDICAID
- DD SERVICE COORDINATION
- DD STATE AID
- ADTBI SERVICE COORDINATION
- WOMENS CANCER PROGRAM
- PUBLIC INSTITUTION MEDICAID
- PART A BENEFICIARY
- DISASTER SNAP
- SNAP EMPLOYMENT AND TRAINING
- REFUGEE CASH ASSISTANCE

OK Cancel Help

2. Enter the applicable Application and Prorate dates as well as the Client's Person Role.

N-FOCUS - New Programs

Master Case Person

Name MARK REFUGEE

Person Number 0 Birthdate 01-01-1985 Sex MALE

Programs

SUBSID
SUBSID
SUBSID
SUBSID
SUBSID
DD SER
DD STA
ADTBI SERVICE COORDINATION
WOMENS CANCER PROGRAM
PUBLIC INSTITUTION MEDICAID
PART A BENEFICIARY
DISASTER SNAP
SNAP EMPLOYMENT AND TRAINING
REFUGEE CASH ASSISTANCE

N-FOCUS - Program Case Application Dates

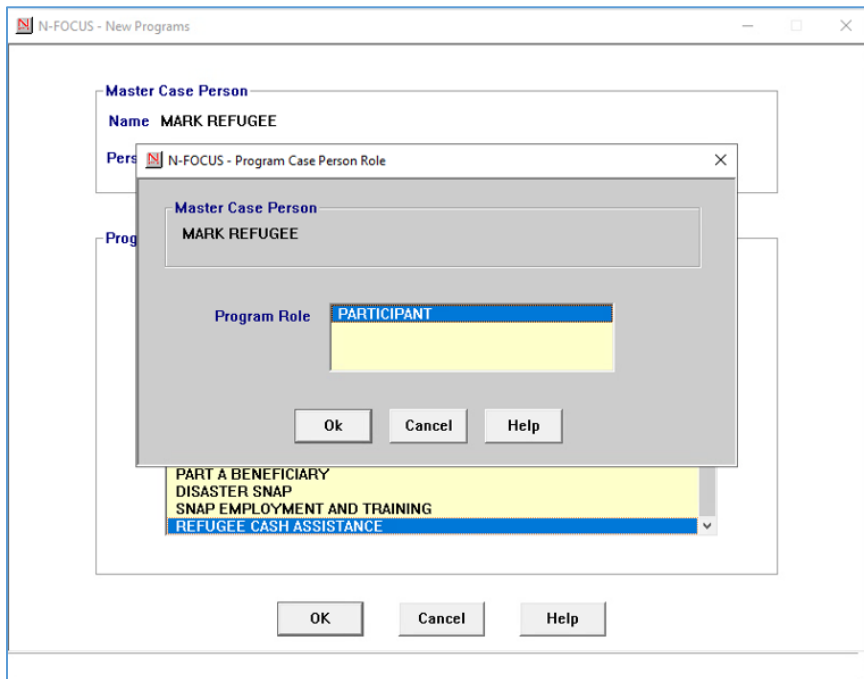
Application Request Date

Application Received Date

Prorate Date

OK Cancel Help

OK Cancel Help



3. Select OK.

The Detail Master Case window will display with RCA shown in the RCA Program Case section.

Note: RCA has similar functionality to other Economic Assistance programs for Interview Tracking, Verification Request (VR) Tracking, Review/Recertification Tracking, Narratives and Alerts.

SNAP Verification Received Window/Notice (Update)

Changes to Verification Received window, notice wording, barcode/document imaging and alert.

SNAP verification window has been updated to include address change.

When the worker selects one of three reasons:

- Utility bills
- Rent or Mortgage
- Homeowners Insurance

The Address Change radio buttons will enable – these are required to be addressed.

Note: The worker will not be able to save/close until one of these radios are marked.

- Select NO then Save/Close
- Select YES, Address button will enable.

When the Address button is enabled, it is a requirement to complete this step before the Save/Close icon can be selected.

When the Address button is selected, the Reported Change of Address pop up will display:

Note: Each field of this address window is required.

Important: This address will only be added to new wording on the notice. It will not update the address in person detail and this notice will not be sent the address added here. N-FOCUS will not keep this address – it will clear when the worker closes the window.

The following wording has been added to both the SR and TBR notices:

You have reported a change in your address to :

KELLY NPATEST
4545 E STREETO
OMAHA IW 54545

If your shelter costs, such as rent, mortgage or utilities have changed because of your move, this may affect your SNAP benefits. Please contact i-ServeNebraska at 1-800-383-4278, (402)323-3900 in Lincoln, or (402)595-1258 in Omaha to report a change in shelter costs. You may also contact us online at <https://iserve.nebraska.gov> to upload documents or file an online change report. Your household does not need to await its first regular utility or rental payments to contact i-ServeNebraska regarding your new shelter costs. If you do not contact i-ServeNebraska within 10 days of this notice, your allotment will be recalculated without the deduction.

Note: This wording will only appear on the Verification notices that have the YES address change marked on the SNAP Verification Received Notice window and updated on the Reported Change of Address pop up window.

Correspondence

RCA Correspondence (Update)

Correspondence for RCA is like all other Economic Assistance Programs in N-FOCUS.

Alerts

Refugee Cash Assistance (RCA) Alerts - (New)

The following EA Alerts have the new Refugee Cash Assistance (RCA) Program added to them. These alerts will now be generated for the RCA Program.

- #042 Name Mismatch
- #043 Birth Date Mismatch
- #050 Out of State SSI Rec
- #242 Death Verified
- #244 New Hire Information
- #280 DOD Quarterly Wage
- #282 Out of State Wage
- #293 Budget not processed- MESA Pending Person/Case, or Cert/Elig Period Ends
- #335 CFS Closing
- #355 Change Report
- #357 Multiple Cases
- #383 Refugee Time Limit
- #384 Citizenship Not Verified
- #385 Citizenship Not Verified
- #389 MESA Not Processed
- #396 Citizenship Discrepancy
- #397 Citizenship Discrepancy
- #642 ADC/RCA Pending 30 Days

Note: Please note that Alert #642 will populate if ADC is the only program pending (not RCA) and it will populate if RCA is the only program pending (not ADC).

Alert 648 SNAP Paper Chng Rpt Rec'd (New)

This alert has been created for the new Document Imaging Category, SNAP Verification Form Rec'd. These alerts will pertain to SNAP Program Case and will alert the assigned worker(s) or create a Work Tasks (WT) for Universal cases when a document with this category is indexed into Document Imaging.

Alert 649 MESA LIHEAP NO SUA (New)

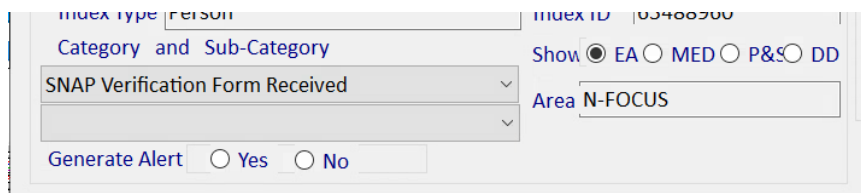
This alert has been created to notify the worker that the LIHEAP budget could not be processed due to no SUA in the SNAP budget. This alert will pertain to LIHEAP Program Case and will alert the assigned worker(s) or create a WT for Universal cases when a LIHEAP MESA runs, and the LIHEAP budgets is not processed.

The worker will need to manually run the LIHEAP budget to create the SUA expense then would need to run the SNAP budget to pull in the SUA.

Document Imaging

SNAP Verification Received Barcode and Document Imaging (New)

As part of the SNAP Verification Received notice change, a mini barcode has been added to the SNAP Verification Received Form along with its own document imaging category.



The screenshot shows a software interface with the following elements:

- Index type:** person
- Index ID:** 03488700
- Category and Sub-Category:** SNAP Verification Form Received
- Show:** EA (selected), MED, P&S, DD
- Area:** N-FOCUS
- Generate Alert:** Yes (selected), No

DEPARTMENT OF HEALTH AND HUMAN SERVICES
P.O. BOX 95026
301 CENTENNIAL MALL
LINCOLN NE 68509-5026

Case Number: - 00010255
Case Name: - KELLY NPATEST
CONTACT: - LILY ROSE
Phone Number: - (402)595-6663
Fax Number: - (800)471-9455
Notice Date: - 08-15-2024

KELLY NPATEST
111 FAKEADDRESS
LINCOLN NE 68526

Thank you for contacting ACCESS Nebraska

DHHS has received **Homeowner's Insurance, Property Tax Statements (current year)** in your case. There have been no changes in your benefits as a result of this.

Your household is assigned to the Transitional Benefit Reporting category. You do not have to report or verify any changes for SNAP during the Transitional Benefit certification period. DHHS will not act on changes for SNAP reported during the transitional period unless requested. A new application may be required.

You have reported a change in your address to :

KELLY NPATEST
TBR WITH ADDRESS
LINCOLN NE 68565

If your shelter costs, such as rent, mortgage or utilities have changed because of your move, this may affect your SNAP benefits. Please contact i-ServeNebraska at 1-800-383-4278, (402)323-3900 in Lincoln, or (402)595-1258 in Omaha to report a change in shelter costs. You may also contact us online at <https://iserve.nebraska.gov> to upload documents or file an online change report. Your household does not need to await its first regular utility or rental payments to contact i-ServeNebraska regarding your new shelter costs. If you do not contact i-ServeNebraska within 10 days of this notice, your allotment will be recalculated without the deduction.


I want to report:

My total household gross income (before deductions, such as taxes) last month was more than the amount shown on the notice of eligibility.
The income totaled: \$ _____ (Attach proof of income)
The income went up because: _____
The income is expected to be the same this month YES No

I am an ABAWD(Able Bodied Adult Without Dependents) and my work or volunteer hours dropped below 20 hours per month averaged over a 4 week period.

Someone in my household has substantial lottery or gambling winnings. Substantial winnings are currently defined as a cash prize equal to or greater than \$3,750 in a single game before taxes or other withholdings

Something else happened. You can report changes that could give you more benefits. Examples:
Shelter costs went up, someone moved into your home, you have out of pocket medical (for elderly and disabled) or dependent care costs.

SNAP Verification Request / 10346952 Page 1 of 4 

Expert System

Childcare Income Limits Increase (Update)

Childcare Federal Poverty Level (FPL) and State Median Income (SMI) income limits will increase 10/01/2024. When a worker runs a budget for October or later the new income limit will be used.

Adding RCA Program in Expert System (New)

When adding an RCA case in Expert, the following tasks are required for processing the RCA budget:

- Citizenship/Immigration,
- Family Relationship,
- Living Arrangement,
- Verifications, and
- Config EA

US Citizenship/Immigration (New)

The Nationality/Country of Origin (required for RCA/RMA) field has been added to the Add US Citizenship/Immigration window. Select the client's appropriate Nationality/Country of Origin from the drop-down list.

Person:		
REFUGEE	MARK	01-01-1985

US Citizen: Yes No

US Citizenship Begin Date:

Immigration Status:

Alien Registration Number: (9 digit Numeric Only)

Immigration Status Date:

U.S. Entry Date:

Nationality/Country of Origin (req'd for RCA/RMA):

Verification Source:

Next OK Cancel Help

The following rules have been added to the US Citizenship/Immigration task to process an RCA budget:

1. The US Entry date cannot be after the application date.
 - a. Upon running the budget, if the US Entry Date is *later* than the application received date, the following error message will display:

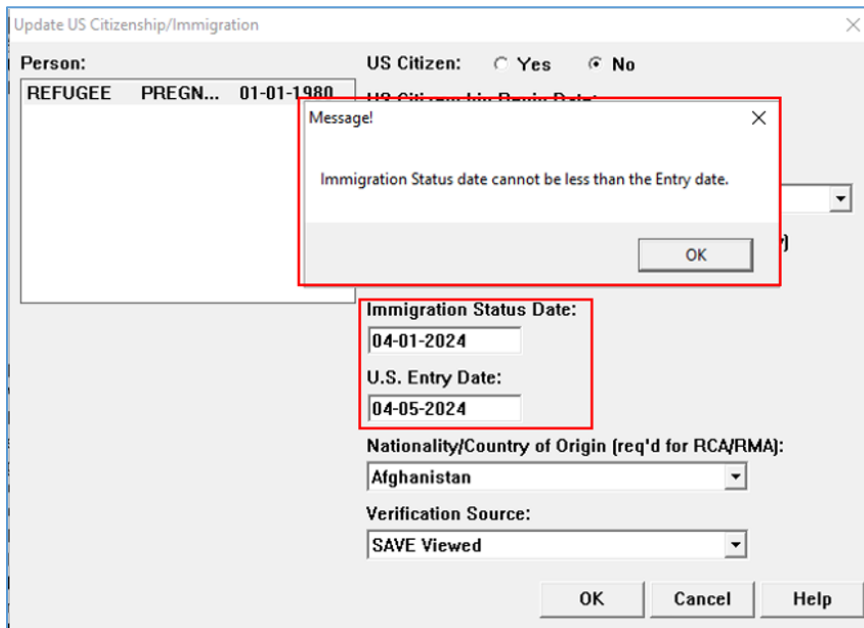
Invalid Participant(s)

Unable to run GRANT Budget Category.

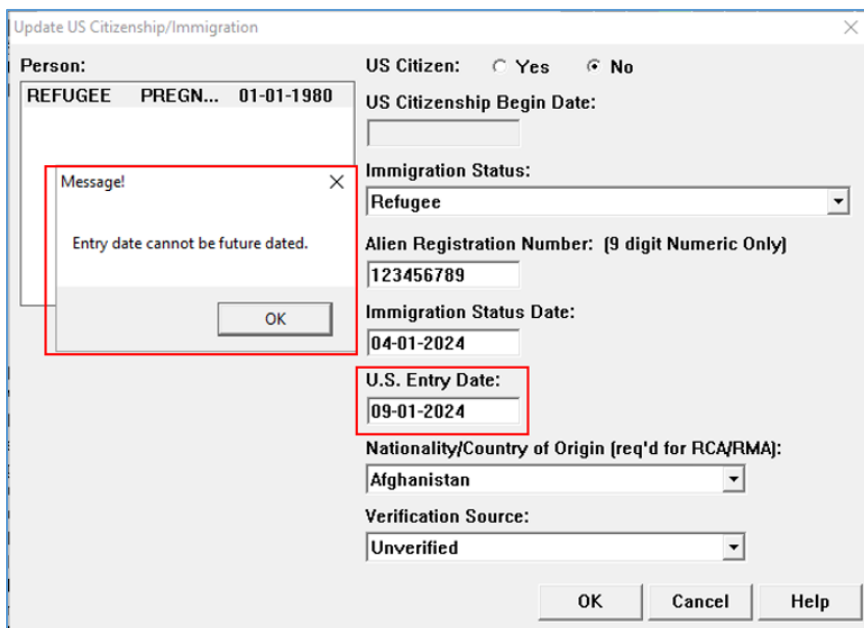
Refugee Assistance is not available for following person(s) because of Nationality mismatch, invalid U.S. Entry Date, or Duplicate GRANT case participation:

MARK	REFUGEE	01-01-1985	U.S. Entry Date (07-23-2024) is after the application date (07-22-2024).
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2. The Immigration Status date cannot be earlier than the US Entry Date.

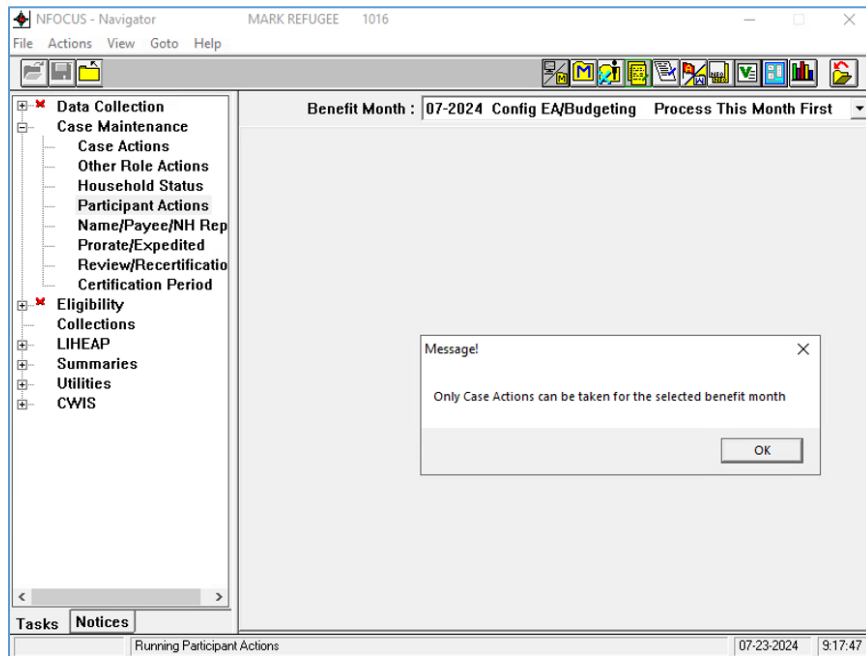


3. The US Entry date cannot be future dated:



Adding Participants

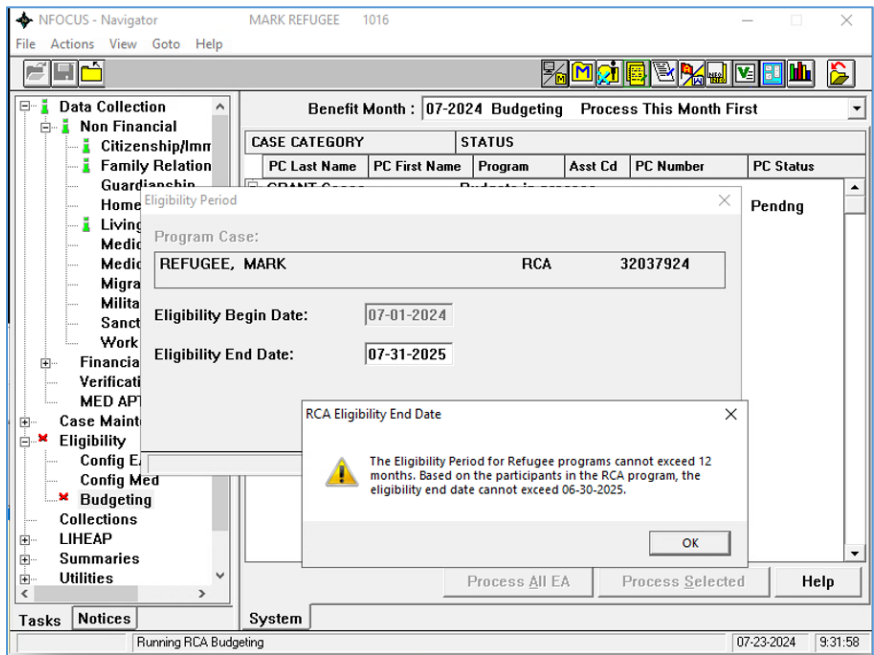
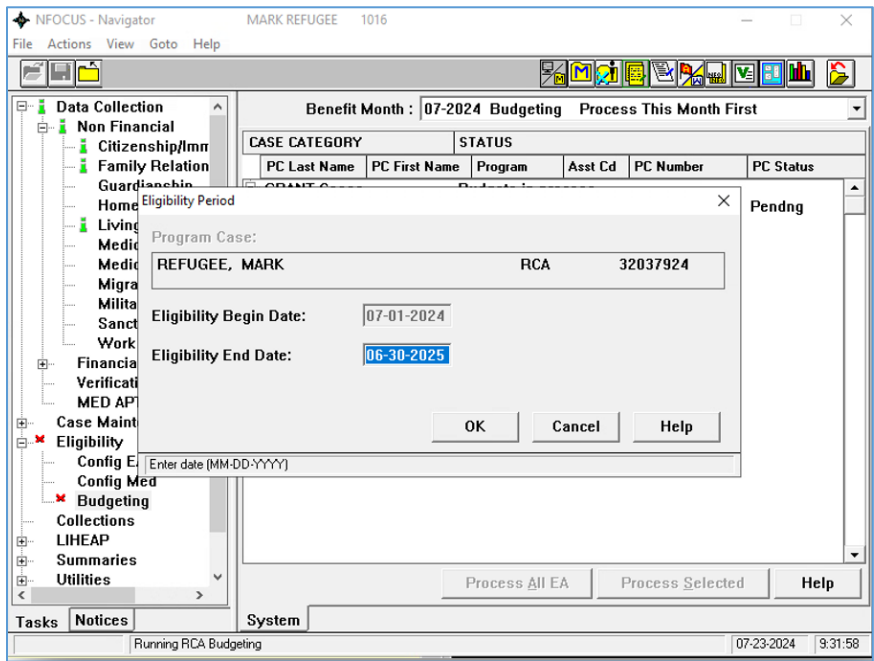
The US Citizenship/Immigration screen, for the new participant, must be created before adding persons to the RCA Program through the Participant Actions task.



Budgeting

Budgeting for RCA will mirror ADC Budgeting. The following are RCA specific:

- N-FOCUS will automatically set the Eligibility Begin Date for the month the application was received.
Note: This date cannot be changed.
- The Eligibility End Date will automatically be set for 12 months from the US Entry date that was entered on the *US Citizenship/Immigration* screen.
Note: This date can be changed, however, it cannot be set more than 12 months from the participant's US Entry Date.
- In a multiple participant situation where the participants arrived in the US in different months, N-FOCUS will set the Eligibility End Date based on the participant who entered the country first.

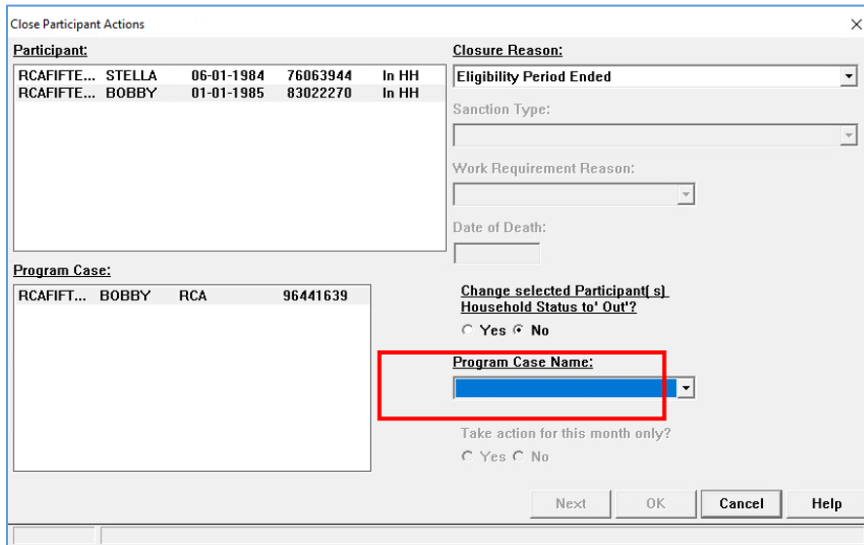


Multiple Participants Arrival Dates

If participants arrive in the US in different months, and are included in the same RCA budget, the participant who exhausts their 12 months of eligibility first must be closed out of the program. The remaining participant(s) in the budget can continue RCA benefits until they have exhausted their 12 months.

To do this, the worker must not change the Program Case Name from the original participant's name, or an error message will be received. If the worker

changes the Program Case Name when closing the original participant, the participant's name must be changed back to the original participant's name.

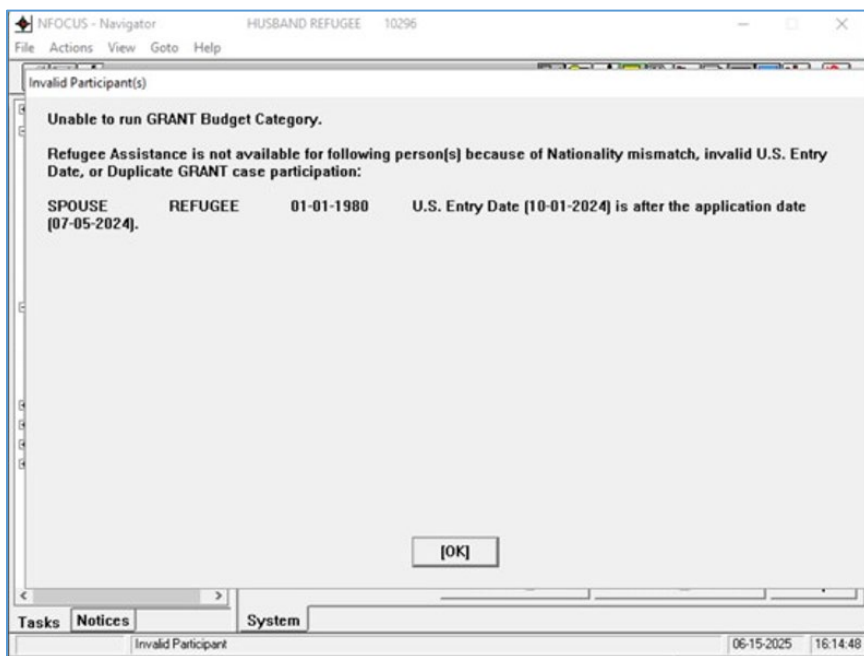


The 'Close Participant Actions' dialog box contains the following fields and options:

- Participant:** A table with columns for name, date of birth, ID, and household status.

RCAFIFTE...	STELLA	06-01-1984	76063944	In HH
RCAFIFTE...	BOBBY	01-01-1985	83022270	In HH
- Closure Reason:** A dropdown menu set to 'Eligibility Period Ended'.
- Sanction Type:** A dropdown menu.
- Work Requirement Reason:** A dropdown menu.
- Date of Death:** A text input field.
- Program Case:** A table with columns for name, ID, and case number.

RCAFIFT...	BOBBY	RCA	96441639
------------	-------	-----	----------
- Change selected Participant(s) Household Status to 'Out'?:** Radio buttons for 'Yes' and 'No'.
- Program Case Name:** A dropdown menu, highlighted with a red box.
- Take action for this month only?:** Radio buttons for 'Yes' and 'No'.
- Buttons: 'Next', 'OK', 'Cancel', 'Help'.



The 'NFOCUS - Navigator' window displays an error message under the heading 'Invalid Participant(s)'. The message reads: 'Unable to run GRANT Budget Category. Refugee Assistance is not available for following person(s) because of Nationality mismatch, invalid U.S. Entry Date, or Duplicate GRANT case participation:'. Below this, a table lists the affected participant:

SPOUSE	REFUGEE	01-01-1980	U.S. Entry Date (10-01-2024) is after the application date (07-05-2024).
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An '[OK]' button is located at the bottom of the message box. The system tray at the bottom shows 'Invalid Participant', the date '06-15-2025', and the time '16:14:48'.

N-FOCUS Tips

Duplicate Persons

If there is an alert regarding a possible duplicate person and research is needed, please contact Production Support for assistance. We set this alert because we could not determine if this was a duplicate person or not. We need assistance from the worker to resolve the issue. Each person on N-FOCUS is assigned a unique number. The same person should never be in N-FOCUS twice. If a duplicate is created, resolve by completing each of the following steps:

Call Production Support to assist if you are not able to complete each step in the resolution process.

- Duplicate person is removed from the Household list.
- Duplicate person is removed from all active programs; administrative roles and participation are closed.
- Duplicate person is discontinued with the permanent person number.

Before adding a new person to a Master Case, look in the household status icon (yellow HH folder) from the Detail Master case window. This provides a list of all household members still in the household and those removed. Many duplicates are created when the person is already in the Master Case and listed as out of the household.



Missing N Drive

If you log on to N-FOCUS and it gives an error – N Drive is missing, do the following:

- Go to the Start Menu
- Run the Map Network Drives

Locked out of Lan or Outlook

If you get locked out of the LAN or Outlook, use the password station to regain access and/or reset and synchronize your account.

<https://passman-dhhs.ne.gov/AIMS/PS/Default.aspx>