N-FOCUS Major Release Economic Assistance December 8, 2024

A Major Release of the N-FOCUS System is being implemented December 8, 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.

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.

Table of Contents

General Interest and Mainframe

LIHEAP Overpayments from Household Error (Update)

The LIHEAP Fraud Team is now able to update LIHEAP overpayments from a Household Error to Fraud if the investigation determines fraud.

Correspondence

Child Care Sevice Authorization (Update)

Effective December 8th, Child Care Service Authorizations will display up to 6 months of Family Fees:

- Current month (the month the authorization was created/updated),
- Three previous months (if applicable*), and
- Two future months

*Note: The (up to) three previous months only appear for months when Child Care was active. If Child Care just became active in November, there will be no data for months prior to November.

Examples:

1. Child Care budget was processed on 11/15/24 due to a verified loss of wages. Family Fee for December decreases from $100 to $50. The service authorization would read:

   01/2025: $50

   12/2025: $50

   11/2024: $100

   10/2024: $100

   09/2024: $100

2. On 10/5/24, Child Care was approved beginning October 2024 with a Family Fee of $75. The authorization would read:

   12/2024: $75

   11/2024: $75

   10/2024: $75

Note: Nothing will appear for September or August as Child Care began in October

If a Family Fee has decreased for a prior month, and an authorization has already been sent out, a new Service Authorization will be sent reflecting the updated Fee.

If no Family Fee exists for a prior month, but the Child Care program is active, the Fee will display "$0".

Review/Recert Application (New)

If a member of the household requests a Review Application, workers will manually create an EA Review/Recertification Application through the Correspondence icon.

The following Programs that are in Active status or Closed status within the last 6 months are available for this process.

- SNAP
- CC
- ADC
- AABD
- SSAD
- SSCF
- RCA

Case Name List Box:

The Case Name List Box displays the Program Case name.

Note: If multiple names appear it means there are Program Cases with different Program Case names that also meet the requirement to be displayed. (Active Status or Closed in the last 6 months) Select a name from the Case Name List Box to display the Economic Assistance Program Cases in the Program List Box.

Program List Box:

The Programs display is based on the name selection made from the Case Name List box.

Note: Only Program Cases that are in Active Status or have been placed in Closed Status in the last 6 months will display.

Language: Select the language to be used when printing the application. (English or Spanish)
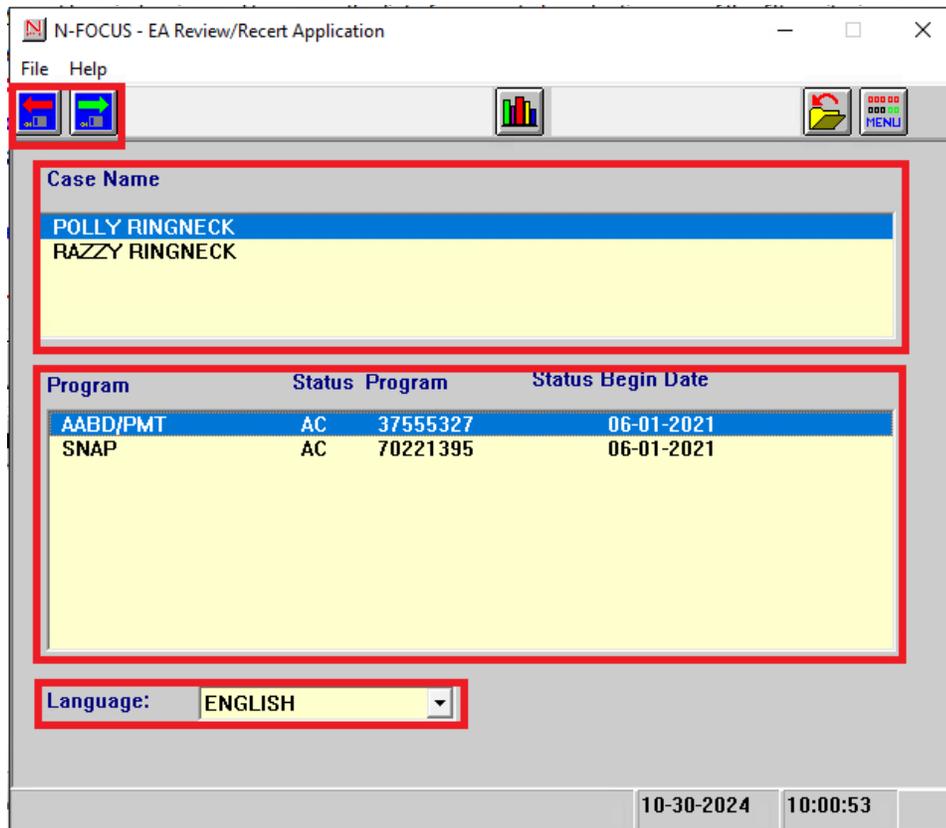
EA – Steps to Create the EA Review/Recert Application

When a household calls in and needs a review application, select correspondence icon and select NEW. EA Review/Recert Application. Select the Program Person and what program they want to appear on the EARA. Multiple programs can be selected. Select Save/Close or Save/Next –to create another EARA for a different Program Person on the same Master Case. Print the applications locally with the Print Now option.

1. Navigate to the appropriate Master Case.

2. Click the Correspondence icon.
   a. The Search Correspondence Window will display.

3. Click the New push button.
   a. The Create Correspondence window displays.

4. Select EA Review/Recert Application from the list.

5. Click OK.
   a. The EA Review/Recert Application window displays.
   b. The Case Name List Field displays the Program Case name.
   c. The Program List Field displays the EA programs that are Active or have been placed in Closed Status within the past six months.

6. Select the appropriate name from the Case Name field.

Note: The Case Name List Box shows the persons listed in an Economic Assistance Program Case.   It only lists the name of the program person, not everyone in it. If multiple names display in the list box, it means there are Program Cases with a different Program Case Name that meet the requirement to display (AC or CL in last 6 months)

Note: Only one person may be selected at a time. The Program Case(s) for the selected name that qualify will display in the Program List field.

7. Select the Program to be included on the EA Review/Recertification Application from the Program List field.

Note: Multiple Programs may be selected.

8. Select the Language of English or Spanish from the Language drop down list as appropriate.

Note: This is the language in which the application will be printed.

9. Click Save and Close icon to Save and Print the correspondence.

Note: If you need to create another EA Review/Recert Application for another

person listed in the Case Name list, click Save and Next icon to save and print the correspondence. The Print Options window displays.

   a. Select the Print Now option.

Note: The expectation is the Print Now option is selected so the application is NOT sent to the Print Shop.

10. Click OK.
   a. The Correspondence Created window displays.
11. Click OK.

Note: If you selected the Save and Next icon in step 9, you will be returned to the EA Review/Recert Application window. Select the next person from the Case Name list for whom you want to create an EA Review/Recert Application. The Programs associated to the selected Case Name will display in the Program List Field. Repeat Steps to Save and Close or Save and Next to Print the additional correspondence as needed.

Narrative

Over/Underpayments Subheading Template (Update)

The following changes have been made to the Over/Underpayments Subheading Template:

- The following verbiage has been changed to be clearer.

  "Was a referral made to Special Investigations" and the Date of the Referral has been added.

- The following question has been added.

  "Was a referral made to Overpayment Team?" and the Date of Referral has been added.

Interfaces

SVES Demographics (Update)

1. When entering a birthdate that is greater than 125 years old, the following message will display:

   "This date must be less than or equal to the current date and greater than or equal to 125 years in the past."

2. The following information for the Payee will now be displayed on the Demographics Card under the BDE Tab:
   a. First Name
   b. Middle Name
   c. Last Name
   d. Gender
   e. Claim Number

Note: This change takes effect December 15, 2024.

Expert System

LIHEAP Supplemental Payments (Update)

The Benefit Summary Screen for LIHEAP Supplemental Payments with accounts receivable recoupment being budgeted in Expert will now show the Need Amount to match the regular heating and cooling payment benefit summaries.

Energy Year		Unit Size	1
10-2024 to 09-2025			
Budget Type	SUPPLEMENT	Fuel Type	Electricit
		Dwelling Type	
Calculation Method		House	
SNAP Income		Paid To	Provider
Resource Total	0.00		
Resource Limit	0.00		
Resource Test:	Exempt		
Public Assistance Grant	0.00		
Self Employment Income	0.00	LIHEAP Need Amount	350.00
Earned Income	0.00	LIHEAP Prorate Amount	0.00
Unearned Income	0.00	Recoupment Amount	340.00
Expenses	0.00	Offset Amount	0.00
		Overpayment Amount	0.00
Total before Disregard	0.00	Authorized Amount	10.00
Maximum Allowable Income	0.00		
Income Test:	Exempt		
Earned Income Disregard	0.00		
Total Countable Income	0.00	Creation Date	10-29-2024