N-FOCUS Major Release Combined
August 10, 2025

A Major Release of the N-FOCUS System is being implemented August 10, 2025. 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 updates for the Office of Economic Assistance Eligibility Operations (Economic Assistance and Medicaid programs), DD Home and Community Based Services and Children and Family Services.

General Interest and Mainframe Topics: All N-FOCUS users 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, ADC, SNAP, LIHEAP, CC, CFS, 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

EA – Benefit Summary Display Maximum for Self-Employment (Change)

The N-FOCUS benefit summary screen will now display up to 200 lines of self-employment data instead of 40 lines. If a large amount of self-employment data is entered into Expert, up to 200 lines will now show in the benefit summary screen of the mainframe budget for SNAP and LIHEAP only. All other programs will currently show an error message as shown below and the budget must be viewed in Expert to see the full budget when there is a large amount of self-employment data entered. Note other program budgets maximum will be increased in a future release.
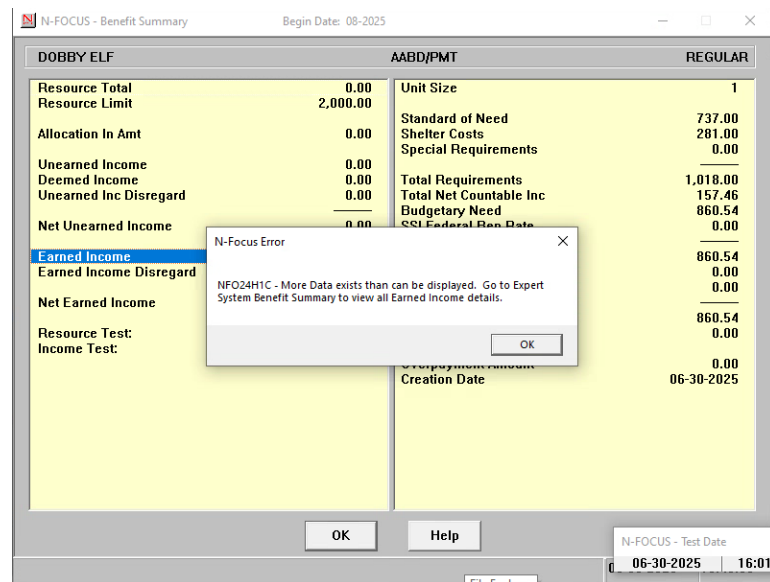
Med – Expiry Dates Point in Time on Gen Benefit Summary (Change)

N-FOCUS has been modified to retain historical Medicaid expiry dates displayed on the benefit summary for each individual involved in a case. Previously, if a manual update was made, the date updated with no history retained. Now, if updates are made to expiry dates in Gen via the Review/Recert tracking window, a budget must be run to see the updates reflected on the benefit summary.

Med – Detail Incarcerated Pre-Release Window (Change)

Seventy-seven additional carceral facilities have been added to the Reporting Facility drop down of the Detail Incarcerated Pre-Release screen:

- Adams County S.O.
- Antelope County S.O.
- Boone County S.O.
- Box Butte County S.O.
- Brown County S.O.
- Buffalo County S.O.
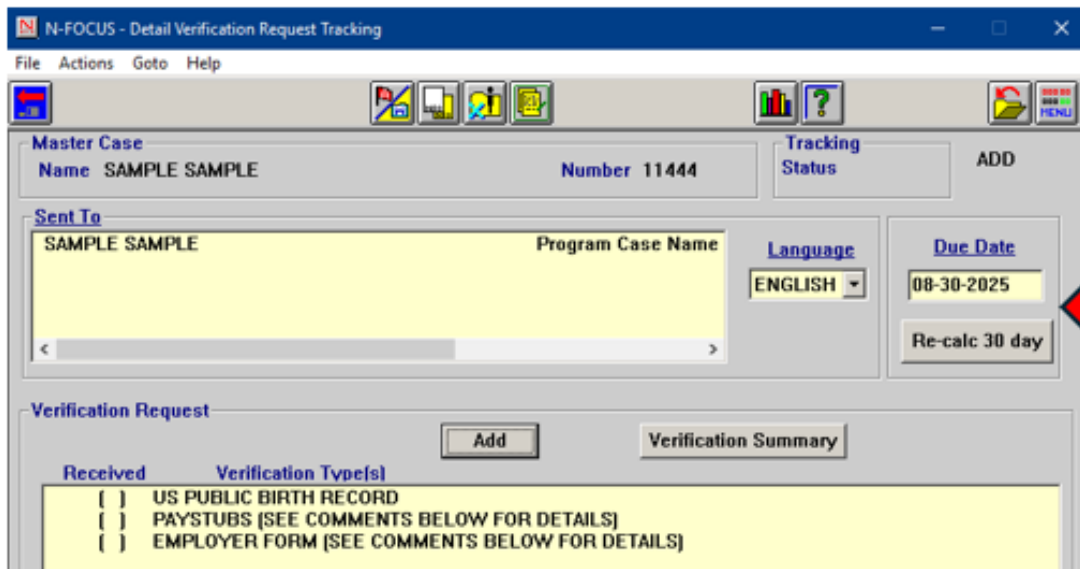- Butler County S.O.
- Cass County S.O.
- Cedar County S.O.

- Chase County S.O.
- Cherry County S.O.
- Cheyenne County S.O.
- Clay County S.O.
- Colfax County S.O.
- Custer County S.O.
- Dakota County S.O.
- Dawes County S.O.
- Dawson County S.O.
- Deuel County S.O.
- Dixon County S.O.
- Dodge County Corrections
- Dundy County S.O.
- Fillmore County S.O.
- Franklin County S.O.
- Frontier County S.O.
- Furnas County S.O.
- Gage County S.O.
- Garden County S.O.
- Hall County Corrections
- Hamilton County S.O.
- Harlan County S.O.
- Hitchcock County S.O.
- Holt County S.O.
- Jefferson County S.O.
- Johnson County S.O.
- Kearney County S.O.
- Keith County S.O.
- Kimball County S.O.
- Knox County S.O.
- Lancaster County Corrections
- Lincoln County S.O.
- Madison County S.O.
- McCook P.D.
- Merrick County S.O.
- Morrill County S.O.
- Nemaha County S.O.
- Norfolk P.D.
- Northeast NE Juvenile Services
- Nuckolls County S.O.
- Other
- Otoe County S.O.
- Phelps County S.O.
- Pierce County S.O.
- Platte County S.O.
- Polk County S.O.
- Psych Rehab Treatment Facility - Whitehall
- Red Willow County S.O.

- Richardson County S.O.
- Rock County S.O.
- Saline County S.O.
- Saunders County S.O.
- Scotts Bluff County Corrections
- Seward County S.O.
- Sheridan County S.O.
- Superior P.D.
- Thayer County S.O.
- Thurston County S.O.
- Valley County S.O.
- Washington County S.O.
- Webster County S.O.
- West NE Juvenile Services
- Woodbury County Juvenile Detention -Sioux City, IA
- York County S.O.
- Youth Emergency Services Center -Cherokee, IA
- YRTC - Hastings
- YRTC - Kearney
- YRTC - Lincoln

EA/Med Verification Requests Due Dates and Footer Update (Change)

With this release, Verification Requests will have a new combined footer. Verification Requests should be created in GEN (Mainframe) and not in Expert System (after a case is checked out). The Expert System verification request functionality still exists but does not have the new footer at this time. The new default due date for VRs will be 15 days for all VRs, with the option to change to a 30-day VR due date or enter a manual due date.

Once the VR has been created, you will then be taken to the Tracking screen which will show you the VR default due date of 15 days. You may click on the Re-calc 30 day button or type in a different due date for MLTC changes and renewals. If you click the Re-calc 30 day button it will change the due date and the Re-calc button will change to 15 day to revert it back.
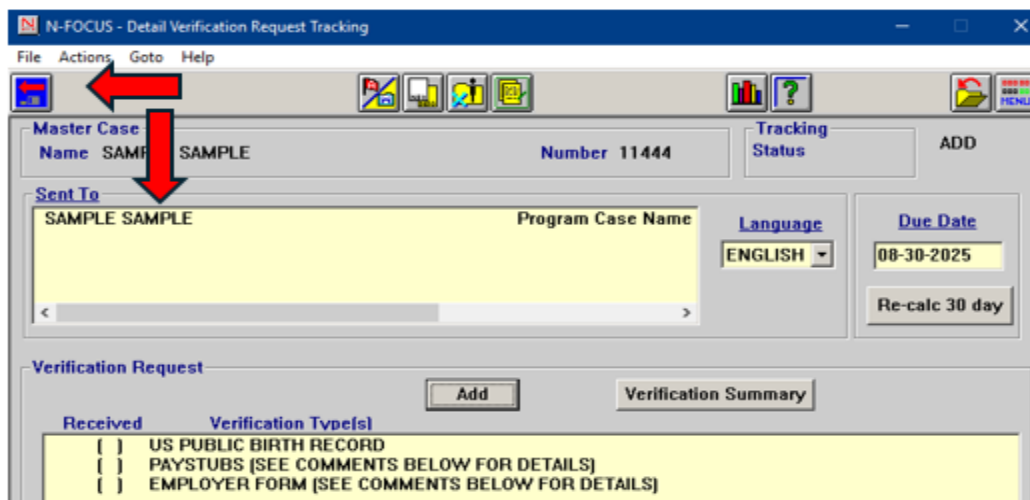
If you are ready to complete the VR then click on the Program Case Person name and then Save and Back button in the upper left hand of the screen.

You will then be given the option to **Print Now** to print to your local printer and mail out or **Print Later** which will be printed in a batch printing process and sent overnight.

The Verification Request Correspondence has been updated to replace the AccessNebraska contact information with iServe contact information and to implement a new combined footer.

DEPARTMENT OF HEALTH AND HUMAN SERVICES
PO BOX 2992
OMAHA NE 68103-2992

Case Number	-	00011444
Case Name	-	SAMPLE SAMPLE
CONTACT	-	BEN FRANKLIN
Phone Number	-	(402)736-8641
Toll Free Number	-	(800)383-4278
Fax Number	-	(402)595-1901
Date of Notice	-	08-15-2025

SAMPLE SAMPLE
123 S MAIN ST
LINCOLN NE 68522

VERIFICATION REQUEST

In order to determine initial or continued eligibility for assistance, you must **return the following verification items by 08-30-2025. DHHS is required to assist you in obtaining requested verifications.** Contact us at the telephone number below if you are unable to obtain the requested verifications. Provide the requested verifications to the office address listed above or FAX to the number above or submit online at https://iserve.nebraska.gov.

Do not send original documents as the Department will not be able to return your documents.

Failure to provide verifications by 08-30-2025 could result in the denial, termination or decrease in your benefits.

Listed below are the verification items needed, the person we need them for, and the programs that require them in order to determine eligibility.

Citizenship
- US Public Birth Record
     SAMPLE SAMPLE - MEDICAID

Earned Income
- Paystubs (see comments below for details)
     SAMPLE SAMPLE - SNAP
- Employer Form (see comments below for details)
   SAMPLE SAMPLE - SNAP

Comment(s) -

Economic Assistance	Go online:	Nebraska Medicaid Eligibility
Toll Free: (800)383-4278	iserve.nebraska.gov	Toll Free: (855)632-7633
Lincoln: (402)323-3900	Federal Health Insurance Marketplace	Lincoln: (402)473-7000
Omaha: (402)595-1258	Healthcare.gov (800)318-2596	Omaha: (402)595-1178

# Home and Community Based Services

HCBS – iServe Application Option added to Tie Application Screen in the Expert System (Change)

The "iServe HCBS Application" option has been added to the drop-down list on the Tie Application screen in Expert. Users are now able to choose this option to tie applications in Expert.
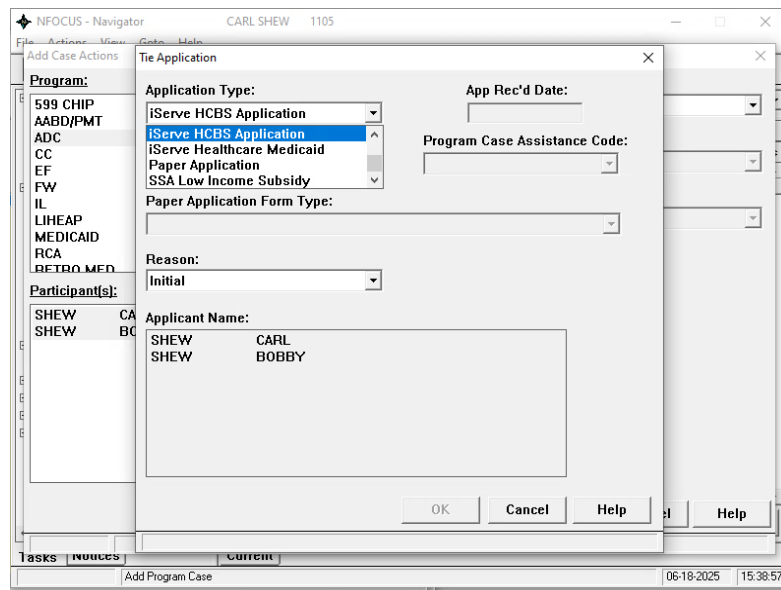
HCBS/DD – Narrative Shortcut (New)

A shortcut icon to Narratives was added to the Developmental Disabilities (D) Window:
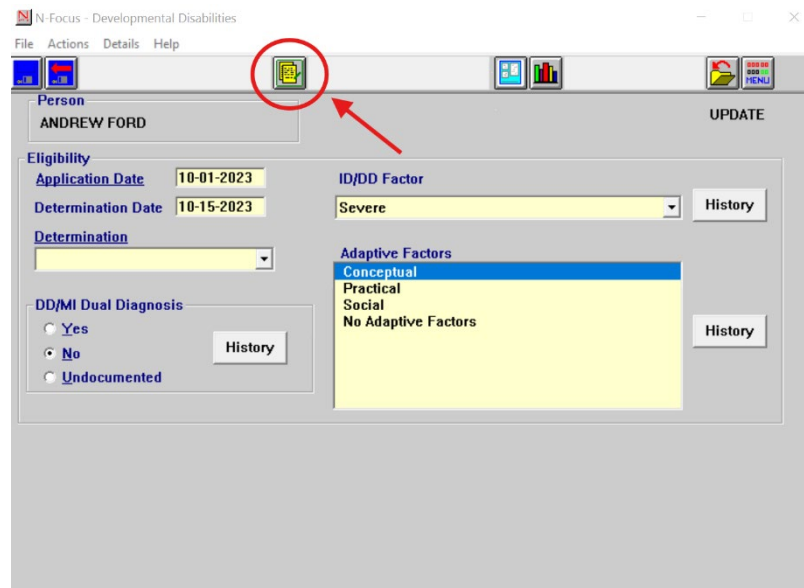
Correspondence

EA – SSAD Transportation Service Authorizations (Change)

SSAD Transportation Service Authorizations for service types of Exempt Public Transportation (service code 9660) and Trans/Wheelchair Base Rate (service code 7122) for providers Star Tran (Org ID 8438658) and Omaha Metro (Org ID 64301516) will no longer have provider correspondences printed.

When a worker creates, or updates, one of the two service authorizations for either Star Tran or Omaha Metro, the provider correspondence will be automatically emailed to DHHS.EASSADTransportation@nebraska.gov. Client authorizations will still be printed via batch or locally. Workers will still have the ability to locally print one of the Star Tran or Omaha Metro provider correspondences through the Correspondence List.

This change is only for the two service types listed above, where DHHS issues bus passes for Star Tran and Omaha Metro. No other changes were made to other service authorizations.

Expert System

Med – Expiry Dates Point in Time on Expert System Benefit Summary (Change)

N-FOCUS has been modified to retain historical Medicaid expiry dates displayed on the benefit summary for each individual involved in a case. Previously, if a manual update was made, the date updated with no history retained. Now, if updates are made to expiry dates in Expert via the Review/Recert task, a budget must be run to see the updates reflected on the benefit summary.

EA – SNAP Work Requirement Window (Change)

Changes have been made to the SNAP Work Requirement window.

Wording Change on ABAWD Window

- A new question was added - Is there a dependent child under 17 in the household? If the 'Yes' radio button is selected, it will designate the person as a non-ABAWD. If the 'No' radio button is selected, it will designate the person as mandatory or exempt depending on the other questions on the window.
- Question #2 – Does the individual have any non-dependent children 17 or younger in the same SNAP unit? The word non-dependent was added to this sentence.

Is there a dependent child under 17 in the household? ⦿ Yes ○ No

Is the individual Less than 18 years of age or greater than 54 years of age? ○ Yes ⦿ No

1.	Is the individual meeting another Work Requirement?	Yes ☐	No ✓
2.	Does the individual have any non-dependent children 17 or younger in the same SNAP unit?	Yes ☐	No ✓
3.	Is the individual Pregnant?	Yes ☐	No ✓
4.	Note: This option has been intentionally left blank.		
5.	Is the individual meeting the ABAWD work requirement by working 20 hours per week on an average of 80 hours per month through, paid employment, in-kind income, volunteer work, participation in and compliance with an approved work program, or any combination of these?	Yes ☐	No ✓
6.	Is the individual residing in Thurston County/Winnebago or Omaha Reservation?	Yes ☐	No ✓
7.	Is the individual homeless?	Yes ☐	No ✓
8.	Is the individual a veteran?	Yes ☐	No ✓
9.	Is the individual age 24 years old or younger that was in Foster Care under the responsibility of a State on the date of them turning 18 years or higher?	Yes ☐	No ✓

ABAWD Status: NonABAWD ▾   Last Updated: DSSZ908

Begin Date: 08-20-2025   12-21-2020 11:05

New Employment and Training Window

A new Employment and Training window was added. The status will either be Referred or Not Referred.

- This first radio button defaults based on the status from the work requirement window (#2 in the line of windows)
- If either the second or third radio buttons are marked 'No,' the status changes to not referred and questions #1-9 will disable.
- If both radio buttons are marked 'Yes,' questions #1-9 must be answered to get the correct status.

The screenshot below shows the combination to receive a Referred status. Radio button #1 (defaults from the Work mandatory status, #1check box and #9 check box do not affect the status.

Children and Family Services

CFS- Organization Training Option (New)

A new training title has been added to the list of trainings options for Organizations. This is NTDC-NATIONAL TRAINING AND DEVELOPMENT CURRICULUM. This will function just like other trainings that can be entered.

NFOCUS Tips

All Divisions – N-FOCUS Errors, Restart Machines Nightly (Tip)

An increase in N-FOCUS error messages and N-FOCUS crashing have been reported and we are researching the root cause of these errors.

Some examples of these error messages are:

- N-FOCUS Environment Error
- Instance of N-FOCUS application running
- Unable to acquire a correct CTG file
- Unable to find source for user information

Most of these errors can be resolved by selecting 'ok,' terminating N-FOCUS and logging back onto N-FOCUS.

In effort to eliminate these errors we are asking you to Restart your computer nightly.

It is important that all users do a 'RESTART' of their computers nightly to ensure each computer receives all Software Updates.
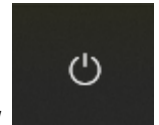
There are several ways to restart:
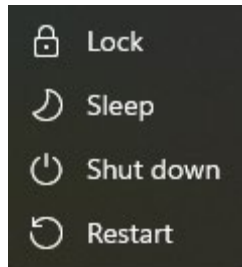
Left click on start:

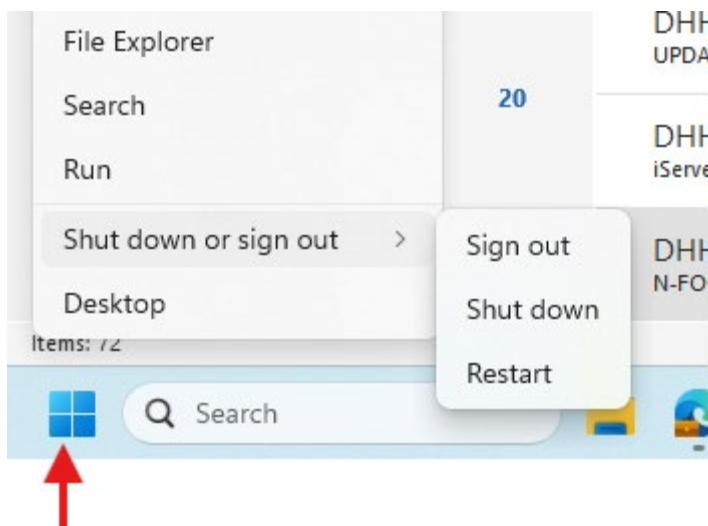- Select the Start Menu in the lower left-hand corner

- Select the Power button in the lower right-hand corner of the pop-up window

- Select Restart

Right click on start:

Right Click on Start

- Select the Start Menu in the lower left-hand corner.
- Select Shut down or sign out from the menu, then select Restart.