An Interim Release of the N-FOCUS system is being implemented June 7, 2020. This document provides information explaining new functionality related to the redesign of the Economic Assistance Electronic Application – ACCESSNebraska.

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New and Draft Applications

Public Users and Workers will now be able to either start a new application or work with an existing draft.

- **New Application Button** – select to start a new application.
- **Continue Button** – select an existing draft from the list box and select this button to continue working with the selected draft.

**Note:** Public Users can choose a draft application and may have more than one draft application from which to choose. To create a new Draft Application, click the New Application button. To continue an existing Draft Application, click the radial button for that application and click Continue.

Searching for Draft Applications – Worker Instructions

Workers can search draft applications they started by searching with the following criteria:

- Applicant First Name
- Last Name
- ARP ID
- Contact First Name
- Contact Last Name
- Contact ARP ID
- Worker’s Logon ID
To view a list of all draft applications created by the indicated User Account, leave the fields bland and click the Search button. A list of all of the current draft applications will display.
Creating New Application – Client

When creating a new application, the client must answer the questions “Are you completing this application for yourself?”

**Note:** If the client is completing the application for themselves, there are fewer questions.

**Note:** If the application is being created by someone else, other than the client, additional questions are needed to be answered. Please review the following screens to see the additional information that is requested.
Applicant/Head of Household Information

The Applicant Head of Household is defined and all information including address and contact information is carried forward to the other household members.

Household Members

Household members are easily defined by simply clicking the Add Household member link.

Adding a household member now consists of adding demographic information for each person.
Household Information

Yes or No questions are used to determine if clients need to add more detailed information instead of asking questions for individuals.

Household questions have been moved from individual household member pages where they had to be answered individually to a new page titled Household. Before each of these questions were asked when creating the Household member.

Selecting Yes to these question will display an option to add information for members of the household. Some questions will ask for additional information on a Detail page, others will only require selecting a check box next to the person’s name.
Detailed Pages

Each section of the application Household, Income, Resources and Expenses are now all answered as Yes or No questions. When Yes is selected, an additional Detail window will display providing the opportunity to enter additional information for the category.

Example:  Adding a Wages or Salary is as simple as selecting yes to that Income questions, and then adding information specific to that income.
Example: Adding a Vehicle Resource is as simple as selecting yes to that Resource question, and then indicating whose name is on the Vehicle Title.

Example: A Utility Expense is added by selecting yes to that Expense question of does anyone in the household have a Utility Expense.

Application Submission/Priority Reason

The new Web Application now brings an automated process of assigning a priority status for the application including

- Expediting for SNAP
- Shut-Off Notice for LIHEAP
- Eviction Notice for Emergency Assistance

These priority setting questions are found on the Submission page of the application.

In the case of Expediting for SNAP, if the client enters detailed information into the Income, Resources and Expenses sections of the application, that information will be used to determine the expedited status. If the client does not enter detailed information for Income, Resources, or
Expenses, these questions on the submit page will be used to determine if the application is Expedited.

Review/Recert Applications

The EA Review/Recert Application has also been updated to provide a more streamlined experience. Questions are only going to be displayed if they are needed for review/recert applications.

When accessing the review/recert application from the ‘Review/Recertification List’ window, and selecting the EA Phone Application Icon, the Select Applicant and Contact pop up window will display.
Select both the Applicant and the Contact to start the application. Both the contact and applicant will have information populated into the application.

**Note:** The Applicant and the Contact may be the same person. Prior to this release, only the contact person was able to be selected and workers needed to enter the applicant information.
Applicant and Contact Prefill Screen

Pictured here is the capturing of the Applicant and Contact of the phone interview prefilled.

Current Household Members

Information in a review/recert application will need to be confirmed as well as identifying if any current household members are no longer in the household.

Selecting Yes or No will remove or keep the member in the renewal application.

Note: If No is selected, a date the person is no longer in the household will be required.

The Household Members page lists each remaining person within the household.

Note: Each remaining person in the household will need their information confirmed.
Each Household member will need to be confirmed. The detail page is listed below, but with the new version, only one page of questions is needed to be confirmed/answered.
**Program Selection**

During the review recert process the programs due to reviewed will be automatically selected. Additional programs can be selected at this time.

- **Supplemental Nutrition Assistance Program (SNAP)** helps low-income households buy food. Formerly known as Food Stamps.
- Select Low Income Home Energy Assistance Program (LIHEAP) if you want to continue receiving energy (LIHEAP) assistance.
- **Low Income Home Energy Assistance Program (LIHEAP)** helps households pay for heating, cooling, deposits, repairs and eligible crisis disconnect situations. If applying for LIHEAP, everyone who lives at your address is required to apply.

Select any additional programs you want to apply for. If you are currently receiving benefits from a program listed in this section, those benefits may not have a review or recertification due at this time and do not need to be selected.

- **Refugee Resettlement Program (RRP)** helps individuals with refugee status who have moved to the United States within the past eight (8) months with cash, medical and non-cash benefits.
- **Aid to Dependent Children (ADC/PMT)** provides financial assistance (or cash payment) to help support children 18 and younger who live in the household. Participation in Employment First, a work readiness program, may be required.

Information pulled from NFOCUS for the application will need to be confirmed or removed during the application process.
Confirming Pre-Populated Data

When confirming information, the detailed page displays. From this detail page, updates can be made to the existing employment or the user can click continue and it will be confirmed.

Any changes will be reflected in the completed application.

Example: Confirming Wages or Salary opens the detail window with pre-populated information and the worker or client can update certain pieces of information and click continue to confirm.