A Major Release of the N-FOCUS system is being implemented April 9, 2017. 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.

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

**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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General Interest and Mainframe

Master Case Name Change No SSN (Change)

When the Master Case Name is changed, if the person chosen from the Change Master Case Name window does not have a current Social Security Number, the following message will appear:

The Master Case Name must have an SSN. Go to Person Detail to enter it.
Correspondence

Early Development Network Referral (Change)

The Early Development Network Referral window utilized to create this document has been updated for the April Release.

Additions to the referral include:
- Child state ward information
  - N-focus data
- Child placement with name, address, phone numbers
  - N-Focus data
- Add sections for non-custodial parent information.
  - N-Focus data if non-custodial relationship exists
- Add section for doctor address and last appointment
  - N-FOCUS data pulled from exam data
- Add field for child risk factors that can be selected
  - Auto-select risk factors based on conditions for persons
- Add field for risk factors that may affect EDN workers
- Add drop down to select mother and parents educational rights.
  - Depending on what is selected fields enabled to provide information about educational surrogate

Information Removed:
- Section for developmental concerns, medical concerns, and additional comments
- Section on correspondence for Action taken

To create the Early Development Network Referral, follow these steps:

1. From the Detail Program Case window, select the Correspondence icon. The Search for Correspondence window displays.
2. Select the New button.
3. Select Early Development Network Referral from the Create Correspondence list.
4. Click OK.
   The Early Development Network Referral window will display. (Shown on following page)
5. Complete the fields as appropriate.
The following buttons are used to add additional information to the referral. Enter the information requested as appropriate to the referral.

**Non-Custodial Parent**
Risk Factors

N-FOCUS Early Dev. Network Risk Factors

Child's Risk Factors:

- Prematurity or Serious Medical Condition
- Substance Exposure and/or Parent Substance Abuse
- Parent Mental Illness
- Family Violence, Domestic Violence and prolonged marital discord
- Neglect
- Abuse
- Poor Attachment
- Adolescent Parent
- Poverty
- Toxic Stress and Trauma [natural disasters, forced displacement]

Potential risk factors that may impact Early Development Network personnel:

- Drugs and/or Drug manufacturing in the home
- Unreduced mental health and/or substance abuse condition resulting in unpredictable p
- History of assaultive and/or domestic violence with parents
- The physical living conditions are hazardous and immediately threatening to the health
- Family known to keep weapons in the home
- Other

Other Potential Risk Factors

OK  Cancel

Doctor's Info

N-FOCUS - Early Dev. Network Doctor's Information

Child's Doctor

- Name
- Line 1
- Line 2
- Line 3

- City
- State
- Zip
- Phone
- Last Known Doctor's Appointment Date

Any Developmental Concerns

Any Medical Concerns

Additional Comments

OK  Cancel
Intake-Law Enforcement Notice Printing (Change)

The abuse and neglect hotline is required to send Law Enforcement notices from all Child Abuse/Neglect and Adult Protective Services intakes to local Law Enforcement Agencies. In order to do this, they previously had to print out each law enforcement notice (+40,000 per year) and then fax them or scan and email them. The notices could be saved and emailed from the print preview screen, but the print function was disabled. With this change, the Law Enforcement notice now has the print function enabled when viewed in print preview and when it is saved as a pdf. This change allows the notice to be shared electronically and be able to be printed by the Law Enforcement Agencies.
**Intake-Notifications (Change)**

This change improves some of the functionality regarding when Intake Notifications are automatically turned on or off.

When an intake is closed with a status reason of Does Not Meet Definition or Entry Error, if the Child Advocacy notification had been turned on manually or automatically, it will be turned off.

- If this occurs and no other notifications are turned on, then the ‘None Required’ notification will be automatically selected.
- If other notifications are turned on, they will remain on unaffected.

When a worker selects 'None Required' for notifications and then takes an action that automatically turns on another, the 'None Required' will be turned off.

**Document Imaging**

**New Categories (New)**

Four new categories were added specific to Child Welfare and Resource Development. These categories are:

- Protective Service Alert Photo
  - To be used only for the creation of a Protective Service Alert only
- Relinquishment
- Adoption Finalization
- Complaint/Concerns

**Sub Categories (New)**

Child Welfare requested the addition of sub-categories to the already existing Document Imaging categories. This feature will allow Child Welfare to utilize the Document Management System to mirror their ‘brown file’ system. The sub categories allow the user to select a main
category and a corresponding sub category to allow for easier retrieval during a search. There are 252 Sub Categories that were added.

*Please note that for categories that are shared across the divisions i.e.: ID Citizenship and Relationship the correlating sub categories are available but not mandatory for MLTC, EA, or DD.

Searching for documents that have been added with the sub category is made from the List Image screen (after the listing of images has been retrieved from the search).

Type: Category
Value: Main Category
Sub-Cat: Sub Category

Search would refine to bring back documents indexed only by the specific Category and Sub Category combination.
Document Date (New)

The addition of a Document Date feature was requested to be added to Add Image, Search Image, and File Director. The document date is different from the received date of the document. This date can be the date of the document's creation (date of driver's license) or date of a court order.

This feature was also requested by Child Welfare and is not mandatory for use by other divisions (MLTC, EA, and DD)

In the Add Image window the Document Date will default to current date.

To change this date use the calendar to select the document date.

From the Search Image Window:

The Date defaults to Received Date. To search by the document date select the Document Date radio button. Range selection is the same as the Received Date.
Expert System

Child Care Budgeting (Change)

Currently when an unborn is added to a Master Case (MC) and a Child Care (CC) budget is subsequently ran, the unborn is automatically pulled into the CC case without verification of the pregnancy. Now the system will detect if there is an unverified unborn in the CC program when a regular or recalculated CC budget is ran from May 1, 2017 forward, and will close the “Non-Participant Child” from the program case.

If this causes an adverse action and the fee increases, or the family is no longer eligible for CC, notices will automatically be sent, and service authorizations will automatically be updated and sent as well.

Note: A recalculated CC budget for April 2017 or earlier will use the old logic of pulling in the Unborn into the budget, as the budget has already been ran and uploaded and we do not do system generated overpayments.

**10 day logic will still apply

Process for MC which currently include an Unverified Unborn (Change)

Unverified Unborns will no longer automatically be pulled into the CC case. They will also no longer be displayed in the Child Care Budget Confirmation window as a Non-Participant Child.

When CC cases are budgeted and the MC includes an Unborn, the system will determine if the pregnancy has been verified. If the Pregnancy is not verified, the Unborn will not be included as a “Non-Participant Child” in the CC case, or the unit size.

The Unverified Unborn will no longer be displayed in the Child Care Budget Confirmation window, and will not be included in the CC budget.

If the pregnancy is verified, the Unborn will continue to be configured into the CC case as a “Non-Participant Child” and will be included in the CC case, and the unit size.
Duplicate Application Denial (Change)

If an application is correctly tied as a Duplicate through the Tie Auto Suggestion function, and there is a current application received date less than 60 days prior to receiving the duplicate application, the worker will need to deny the new duplicate using the Status Code Reason, Duplicate Application.

N-FOCUS Tips

Master Case Cannot Be Checked Out (Tip)

When a case is selected for Check out, the download program checks for the following:

- All persons in the Master Case has a:
  - Date of Birth : AND
  - Race Code
- All program cases in assigned mode are not assigned to the Office default position number 99999999

If any of the above is detected the Master Case cannot be checked out. This stops any worker and MESA from being able to check this case out and process the necessary changes.

Duplicate Persons in N-FOCUS

Duplicate persons continue to be created in the process of creating new Master Cases, adding a person to a Master Case, creating a CHARTS referral, CFS Intakes, and adding an Administrative person (Payee, Authorized Rep, etc). **Duplicating persons creates serious issues that affect your case accuracy.** It becomes even more important to not create duplicate persons with the new Medicaid system Nebraska Timely, Responsive, Accurate, Customer Service (NTRAC) coming soon.

N-FOCUS was designed so that a person should only be on the system once. Each person should have only one person number. This same person can be in a Master Case, be an Authorized Rep, be in a CHARTS referral, CFS Intake, SDM and be in an Organization. There is no reason for a person to be on the system twice. The person number is found at the bottom of this window.
Current Issues:

- Adding a person to the Master Case with the reason of EO (Energy Only)
- If this person is already in another Master Case then it is an existing person – do not add a new person
- Unborn already on – child is born but pregnancy is not updated and the child is added as a new person
- If there is already an unborn in the Master Case and a child has been born, update the pregnancy do not add another N-FOCUS person. If you are not allowed to make this update, call N-FOCUS Production Support to make this change.
- No SSN but Name and DOB matches someone already on N-FOCUS – More than likely this is the same person:
  - Check the address, Master Cases they have been in, Person Involvement, etc.
  - if not sure, call N-FOCUS Production Support
  - If SSN already matches someone on N-FOCUS do not change the SSN by one number to get it on
  - Call N-FOCUS Production Support for help
  - Not doing a thorough clearance before adding a person to N-FOCUS
  - Person name misspelled or last name changed

If you created a duplicate person in error or find ones that you think might be duplicates, please contact N-FOCUS Production Support so we can correct them.

In order to reduce the number of duplicate persons created, please take the following steps before you create a person in N-FOCUS:

Person Search

Use the Person Search to determine if this person is already on N-FOCUS

- SSN Search – If you have an SSN, do a search by SSN. If there is no match on SSN, then search by name.
  - Even if you have an SSN it is good to also do a name search to make sure they are not already on without the SSN
  - Person Search defaults to Partial Name search – this search finds all the names with the exact spelling of the last name and first name entered plus additional names that have more letters.
  - If there is a space in the last name or first name and the one entered does not have a space – it will not find this person.

Example: If you enter John Doe – you will get all the John Doe’s plus any John with the last name of Doeden, Doehoefer, Doerschlag, Doescher, Doeschot, etc.

  - If you are not sure how to spell the last name such as Johnson or Johnsen then enter johns as the last name and you will get matches for Johns, Johnsen, Johnson, Jonsons and Johnston with the same first name.
  - It is also good to check the box “Search on Name History”.
  - Sometime it is best to enter less to get a broader search.

- Address Search
**Clearance Process**

The Clearance Process uses soundex to find names that match the name that you entered. Soundex is a phonetic program used by N-FOCUS to encode last names by their sound when pronounced in English. (See Help-How Do I for an overview of Soundex.) You will get a lot more possible matches with Soundex.

- If there are over 100 matches you will get a popup that will allow you to Filter – by Last Name, First Name, Partial Last Name, Partial First Name or Sex.
- Person Clearance List:
  - Take time to look at the list. From this window you can look at Person Detail, what Master Cases they are in, their address and if they are an Org related person.
  - If a person already on N-FOCUS has the same name and date of birth as the person you are entering, it is most likely the same person
  - If it is the same person use the button at the bottom of the window "Use Existing N-FOCUS Person"
  - DO NOT change the SSN by one number to get your person on when you have an SSN match - call N-FOCUS Production Support
  - See “Help-How Do I” for complete instructions on the Clearance Process
- If in doubt if this is the same person, call N-FOCUS Production Support

**Administrative Person**

- Always check to make sure the person is not already on N-FOCUS
- When adding this person you must enter an address
Review HH Status

On Detail Master Case there is an icon to the right of the window in the Master Case Persons box that shows everyone that has been in this Master Case and their current status in the Master Case. Click this button to see everyone who has been in the Master Case before you add a person to the Master Case. They may already be in the Master Case you just need to change their Household status to In Household.

Review Person Involvements

Person Involvement is found on the Person Detail window. This shows all the involvements that this person has such as, Master Case, Organizations, CHARTS referrals, Overpayments, Intakes, Allegations, Safety Plans, etc.

CHARTS Referral (Tip)

When a worker creates a new referral on a dependent, N-FOCUS checks CHARTS to determine if there is an open CHARTS case for this same combination of:

- Dependent AND
- Custodial Parent AND
- Non-Custodial Parent or Unknown NCP

If there is an open CHARTS case, the worker will receive a message stating, ‘CHARTS case already open’. A CHARTS referral is not needed in this situation.

A Non-Custodial Parent (NCP):

- Is considered known if at least the first and last names are known
- Is unknown if only the first name or the last name or no name is known.
If the Non-Custodial Parent is unknown

- Mark the 'UNKNOWN NCP' box on the CHARTS Referral window
  - N-FOCUS will check CHARTS to determine if there is a NCP listed for that dependent.
    - If there is an NCP listed, the worker will receive a message stating:
      - ‘An NCP exist for “dependent name” in CHARTS. Do you want to add the NCP to N-Focus?’
        - If you say ‘Yes’, the NCP applies to all dependents in the referral.
        - The Add Person Window will be displayed pre-populated with the person data that CHARTS has on the NCP
        - When the Person resolution process is completed, the NCP will be brought back into the referral. The worker can select the NCP and add them to the referral
      - If you say ‘No’, No referral will be allowed for that dependent using the Unknown NCP, because CHARTS shows an NCP for them.
    - If there is no NCP listed, complete the referral
      - Put any information such as nicknames, or if they only know the first or the last name in the comments section

If the Non-Custodial Parent is known

Check iCHARTS –

- To determine if the Non Custodial Parent already exists on CHARTS.
  - To find NCP information if there was a previous referral.
  - To see if there is an open or closed CHARTS CSE case.
  - To see if there is an established court order without a CHARTS CSE case.
- Consider searching by the child's name, SSN and DOB

On the CHARTS Referral –

- If the NCP is not listed, use the Add Non-Custodial Party button
  - Use the same Name and DOB exactly as it is on iCHARTS – full SSN is no longer displayed on iCHARTS
  - If there is not an NCP identified on iCHARTS, add the NCP with the first and last name that the custodial parent has given you. If you do not have this information mark the Unknown NCP box.
Use the referral comments to:

- Relay any partial address or employment information, previous or current, offered by the CP to locate and identify the NCP for first time referrals.
- Estimated ages are also appreciated if the DOB is not known. If DOB is not known leave it blank as made up information is not useful.
- NCP phone numbers, current or prior are helpful
- Partial address information when the complete address is unknown
- If known that the NCP is deceased but the Date of Death is not known

Maternal and Paternal information may also be found in:

a) Imaged copies of non-Nebraska birth records.
b) VSTATS interface for Nebraska births provides DOBs and SSNs, not just parental name.
c) E-apps or applicant verbal statement during any interview.
d) Imaged applications and/or copies of Non-Nebraska court orders.
e) Alleged or actual fathers previously in the HH.
f) NFOCUS narratives where the Mother and/or birth facility report a father along with the birth of a newborn.
g) BDE interface may provide a parental SSN if a child receives SSA Disability or Survivor benefits on behalf of a parent.

Non-Custodial Parent's Address

When entering a CHARTS Referral:

- If the address of the NCP is unknown, select Cancel from the Address window and do not enter an address
- If only a partial address (such as city and state) is known, select Cancel from the Address window and enter the partial address in the Comments of the referral

**DO NOT ENTER UNKNOWN OR MAKE UP DATA IN ANY FIELD OF THE ADDRESS WINDOW.**

Please contact Production Support any time you cannot get the CHARTS Referral to work.

**Children and Family Services**

**Human Trafficking Project (New)**

Public Law 113-183 was passed to gather more data regarding Human Trafficking. AFCARs also passed new data requirements including gathering data on a child who is removed due to Human Trafficking. The following information outlines this new functionality.
Creating a Protective Service Alert (New)

When a youth cannot be located, document the placement information on the Detail Placement window. A Protective Service Alert needs to be created for all missing youth to ensure their safety.

To do so, follow these steps:

1. On the Detail Placement window, select Actions and Close Placement or create placement if this is the youth first placement.

   The Close Placement pop up window will display.

   2. Enter the End Date of the placement and select the Reason of “Missing Youth”.
   3. Select OK.

   You will be returned to the Detail Placement window.

   4. Click Save and Close.

   The Confirm Placement window will display.

   5. Click OK.

   The Closed Placement Reminder window will display.

   6. Click OK and close all associated Service Authorizations as usual.
The Confirm pop up window will display asking if you want to create a new placement.

7. Click Yes to create a new placement.

The Detail Placement will display.

8. Select the Type as “Missing Youth” or “Parent Abducted” from the drop down list.
9. Enter the Status Date.
10. Select Actions>Activate Placement.

The Confirm Placement pop up will display.

11. Click OK.
The Detail Placement window will display with the following buttons enabled:

- Child Missing Detail
- Protective Service Alert
- Trafficking Screening

When a youth’s status is updated to Missing or With Parent-Abducted and all of the edits on the Detail Placement window are updated and saved; the Protective Service Alert window enables, which is a web based window.

12. Select the Protective Service Alert push button. Select, “OK” to flow to the web based Protective Service Alert. Use the black arrow out to change the worker if needed.
13. On the Protective Service Alert (PSA) window the child's Name Date of Birth, Age, Gender, Race, Ethnicity, and Date Missing will appear. This information is refreshed every time a user comes into the window. This information can only be changed in the NFOCUS and cannot be altered on the web page.

14. Select Save.

**Results:** The PSA ID Number will appear and the PSA will be in “Draft” status.

15. Type in a description of the youth.
17. Follow the steps to add image. These steps are displayed on the page, click continue.

18. Mark the check box next to relevant pictures of the missing youth to be added to the alert.
Note: Up to 5 thumbnails of pictures will be pulled in from Document Imaging. The pictures will be the most recent five pictures by the Received Date. One or all of the five pictures can be printed on the PSA; checks mark the box next to the relevant pictures. Photos of a youth can be added to document imaging at any time under the new category type Protective Service Alert Photo.

Note: If you want to add a new picture that is not already in document imaging, select the Add Image function on the web page. This will allow a user to upload photos from their computer. The photo once checked in will automatically be saved in Document Imaging under the youth/child name in the new Category Type of Protective Service Alert Photo.

19. Enter the city and state the youth went missing from.

Note: If the State is Nebraska, the City function will enable a drop down box of Nebraska cities. If it’s out of state, the user will enter the cities name manually.

20. Enter information in the “What are the circumstances of the situation and/or the relevant history of the case?” in the narrative text box.

Note: The copy function can be used to copy a Protective Service Alert Narrative into the circumstances. To do this select the icon and click copy, to go back to the previous page click cancel.
21. Selecting the “View Protective Service Alert” allows the CFSS to view a PDF of the Protective Service Alert. Use this feature to review the Protective Service Alert in PDF form before a user submits the Protective Service Alert for approval. Click the “X” on the tab to exit the PDF.

22. Select “Save” in the Actions Menu to save the Protective Service Alert and finish later. Use the Exit Button to leave the Protective Service Alert web application.

23. Select “Submit” in the Actions Menu to submit the Protective Service Alert to staff in Central office. Only Central office staff can approve the Protective Service Alert. Once the Protective Service Alert is submitted by the worker it cannot be altered or changed. Central Office Staff can alter the alert or send it back to the worker to change. A confirmation number will appear if the alert was successfully submitted. If the email fails a message will appear instructing the worker to contact central office staff.

An auto email will be sent to the following email address:

DHHS.ProtectiveServiceAlert@nebraska.gov

Once the submit confirmation screen appears click exit. A message will appear confirming the user wants to exit, click “Yes”. Clicking “No” will not prevent the Protective Service Alert from being sent. The No allows the user to stay on the page if they want to note the Protective Service Alert confirmation number.
24. Central Office staff will approve the Protective Service Alert. When Central Office Staff approves the Protective Service Alert an automatic email with the Protective Service Alert displayed in the body of the email is sent to workers, administration, and other external partners. The subject line will say Protective Service Alert-Youth's last name, first name. dhhs.protectiveservicealertreceivinggroup@nebraska.gov.

<table>
<thead>
<tr>
<th>Nebraska Department of Health and Human Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Division of Children and Family Services</td>
</tr>
<tr>
<td>Protective Service Alert</td>
</tr>
<tr>
<td>Protective Service Alert ID: 1501367</td>
</tr>
<tr>
<td>Create Date: 03/15/2017</td>
</tr>
<tr>
<td>Approval Date: 03/16/2017</td>
</tr>
<tr>
<td>The State of Nebraska has received a Protective Service Alert. From what city and state did this Protective Service Alert originate? Lincoln, NE</td>
</tr>
<tr>
<td>Date Missing: 03/16/2017</td>
</tr>
<tr>
<td>Name of Youth: JAMESON FAR</td>
</tr>
<tr>
<td>Age of Youth: 4</td>
</tr>
<tr>
<td>Gender: Male</td>
</tr>
<tr>
<td>Race: White</td>
</tr>
<tr>
<td>Ethnicity: Not Hispanic or Latina</td>
</tr>
</tbody>
</table>

**Description of Youth**

The youth has black curly hair, brown eyes, and a scar on his cheek. He was last seen wearing blue jeans, a red windbreaker, and tennis shoes.

**Circumstances of the Situation/Relevant History of the Case**
The child is believed to have been taken by an Aunt. They may be traveling in a blue Honda.

If you have any information regarding the whereabouts of JAMESON FAR please contact:

**Case Worker:** JOE SCHMO

**Email:**

**Address:** 5211 SOUTH 31ST ST
OMaha, NE 68107

**Phone Number:** 402595-4133

**Child Abuse and Neglect Hotline:** 1-800-652-1999
This information will be sent to all CFS Specialists, CFS Supervisors, Administrators and Case Aides.

Send any questions to DHHS.ProtectiveServiceAlert@nebraska.gov.

25. Workers will also need to document what Law Enforcement Agencies were notified. On the Detail Placement window, select the Child Missing Detail push bar.
The Missing Child Detail window will display.

26. On the Missing Child Detail window, enter the following information:

- Law Enforcement notified
- Name of Agency
- Date
- Any other relevant information
- Select the ‘Add’ button
- To ‘Update’ a row highlight the row, make changes, click update.
The information entered will display in the group box.

27. Enter the following information at the bottom of the Missing Child Detail window:
   - National Center for Missing and Exploited Children notified
   - Date
   - Name of Case Manager
   - Report Number information

28. Answer Is Human Trafficking suspected from the drop-down box.
29. Save and Close the window.

**Note:** These details are saved only and cannot be printed. They do not have to be finalized or approved. They can be altered or added to at any time.

**Completing the Trafficking Screening Tool (New)**

When the CFS Specialist has concerns that the youth may be involved in or a victim of sex trafficking, the CFS Specialist will consult with their CFS Supervisor, CFS Administrator and Service Area Administrator. The CFS Specialist will contact the Adult and Child Abuse and Neglect Hotline, the CAC to schedule a forensic interview and complete the Trafficking Screening tool. When a youth is found the CFS specialist needs to complete the Trafficking Tool.

1. On the Detail Placement window, close the current placement of Missing Youth or With Parent-Abducted using with ‘Missing Youth Located’.
2. Select ‘Ok’ then the Save icon.

**Results:** the Human Trafficking Taskforce Screen Tool window is enabled.
3. Select the Completed Name select out arrow to add the CFS Specialist information.

4. Select the Indicators/Source select out arrow.

The Human Trafficking Screen – Indicator/Source window will display.

5. Select the appropriate Indicator(s) from the list. These indicators can be multi-selected.

**Note:** If “Other” is selected, the CFS Specialist will document additional information in the Other Narrative located on the Human Trafficking Taskforce Screening Tool.
6. Select the appropriate Source from the drop down. Only once source can be picked at a time but sources can be updated using the update button.

7. Click OK

The Human Trafficking Taskforce Screen Tool window will display with the selected Indicators and Source displayed in the list box.

8. On the Human Trafficking Taskforce Screening Tool window, in the section Next Steps, use the Select Out arrow to document resources.

The Human Trafficking Screening Next Steps pop up window will display.

9. Highlight the Next Steps on the Human Trafficking Next Steps window.

10. Click OK.
11. Select Actions to Delete or Print the Screening Tool.
12. Save and Close.

**Note:** The tool does not have to be approved or finalized. It can be modified at any time.

The Detail Program Case window will display.

Documenting the youth’s Missing Experiences, Missing Reasons, and Missing Primary Factors (New)

Public Law 113-183 was passed in September of 2014 to gather data regarding Human Trafficking. CFS workers must now document a youth’s Missing Experiences, Missing Reasons, and Missing Primary Factors. These three criteria’s can be documented easily in the Conditions window.

1. Go to the youth’s Program Person Information select the Conditions push button.
2. Select ‘Yes’ to the question “Has this person recently experienced a behavioral or condition, social condition, or substance use/exposure.”
3. Select Missing Experiences from the drop down menu. Next, select one or more from the following types of Missing Experiences: Worsening medical/mental health, Contact with bio-family, friends, boy/girlfriends, Survival Sex, Alcohol or Substance use, Engaged in criminal activity, and or Gang activity. For each one that applies create a new row. The begin date should be the date the youth went missing and the end date is the date the youth was found.

4. Next select Missing Primary Factors from the category. Select or more from the following types: Death of a family member, friend or pet, Seeking biological family members or boy/girlfriend, Conflict in placement/ recent placement change, Substance use, Mental Health conditions, and or Permanency disruptions. For each
one that applies create a new row. The begin date should be the date the youth went missing and the end date is the date the youth was found.

5. Next select Missing Reasons from the category. Select on or more from the following types: Conflict in the placement, Seeking bio-family, friends, boy/girlfriends, Removal from biological home or placement, Alcohol or Substance use, to escape physical/emotional/sexual abuse, and or Left for another State who considers 18 year olds adults. For each one that applies create a new row. The begin date should be the date the youth went missing and the end date is the date the youth was found.
CFS Information Search (Update)

The CFS information search window has been updated to include a search for Protective Service Alerts. This will allow users to search active, draft, and submitted Protective Service Alerts for specific children. This search will also be used by Central Office Staff to quickly find a Protective Service Alert and approve it.

1. Go to the main menu.

2. Select the Protective Service Alert search,
3. Select the person involved search
4. Black arrow out and type in the youth’s name

5. Select Search, when the person list returns select the desired youth using the blue arrow.
6. This will return the user to the Search CFS information window again but ‘Search’ is now enabled, click search.

7. A list will return with the Protective Service Alerts for that youth/child. Protective Service Alerts will have three statuses: Draft, Submit, and Approve.

8. If the placement is a closed and the Protective Service Alert was in ‘Draft’ or ‘Submit’ status a read only version of the Protective Service Alert will display with a message at the top.
9. If the placement is open and the Protective Service Alert is in Draft Status the CFS worker will be taken to the web page to alter or submit the Protective Service Alert.
10. If the placement is open and the Protective Service Alert is in submit status then Central Office Staff will be taken to the web page to approve the Protective Service Alert.
11. If the placement is open and in submit status a user will only be able to see a read only web version of the Protective Service Alert. This is because only Central Office Staff can approve a Protective Service Alert.
12. Access to the Protective Service Alerts is limited to CFS Workers and CFS Supervisors.

Note: Protective Service Alerts can never be deleted. When a youth is found before the Protective Service Alert is completed the Protective Service Alert will remain in draft or submit status and can be searched. These Protective Service Alerts can be viewed and are saved for data purposes.

Approving a Protective Service Alert-Central Office Staff Only (New)
A select group of users in Central Office will have the ability to approve Protective Service Alerts. Once approved these alerts are emailed automatically to CFS workers, Administrators, and select external partners. Central Office Staff will easily be able to approve, edit, or send a Protective Service Alert back in draft status. To approve a Protective Service Alert complete the following steps:

1. Select Central Office Staff will receive an email when a child/youth is placed in a Missing Youth or Parent Abducted placement. The email will note the child/youth’s name and the master case.

   ![Email Example]

   A Protective Service Alert has been submitted for Review/Approval in MC# 709.

   ***** DO NOT REPLY TO THIS MESSAGE *****

2. Go to the Main Menu and select CFS Information Search.
3. Select Protective Service, Status, Person Involved, Date Range, and then use the black arrow to find the child/youth.
4. The user will enter the name of the child in the Person Search field.

5. Select Search again.
6. Highlight the row and double click or highlight the row and open the PSA from the actions menu. Next the completed by box will appear, click ok, if the worker is correct. If the worker is not correct use the black arrow to change the worker.
NFOCUS will take the user to the Web PSA.

7. Central office can add information in both narratives by typing in the narrative boxes and selecting ‘Save’ in the action menu. Central office staff can also deselect or add new images using the ‘Add Image Function’.
8. If ‘Return’ (to Draft) is selected the approver will need to contact the worker who created the PSA and inform them via email or phone conversation of any changes necessary. The ‘Return’ to draft function is optional. Approvers can make any necessary changes without returning the PSA to draft. If the PSA is returned to draft the worker will need to submit the PSA again for approval again. The ‘View PSA’ can be used to see the PDF before it is approved.

9. Once all changes have been made, select the ‘Approve’ option from the actions menu. When “Approve” is selected and email will be sent out to internal staff and some external partners across the state. This action is immediate and cannot be undone.
Reasonable and Prudent Parenting Standards (New)

With the passing of LB 746 (Strengthening Families and Sex Trafficking Act) DHHS is required to document/report to the Juvenile Courts the following information so the Courts can make a determination with regards to Reasonable and Prudent Parenting Standards:

1) The child’s caregiver is following the reasonable and prudent parent standard and how the caregiver is applying the standard in decision making.
2) The child has regular, ongoing opportunities to engage in developmentally appropriate activities.
3) The child has been consulted with in an age and developmentally appropriate manner about the opportunities of the child to participate in age or developmentally appropriate activities.
4) Any barriers to participation (such as transportation or cost) in age or developmentally appropriate activities are identified and addressed.
There will be a new push tab/button titled RPPS in the Detail Court Report Window. It will take the place of Aggravated Circumstances, which will be available only under ‘Detail.’ The new push tab titled RPPS will have the four above statements and a user will answer ‘Yes’ or ‘No’ to each of the four. Then there will be one narrative the user can explain why they answered either yes or no to all four statements. Within the court report, all four statements will be print for each child. These questions are mandatory to complete before clicking Print Final.

5) To include RPPS information on the court report, highlight one or more children then select the RPPS push tab.
6) Next answer the questions 'Yes' or 'No'. If the questions were answered with multiple children highlighted then any changes made to the questions and narrative will result in all answers changing for the children.

**Drug Factors Tied to Assessments (Change)**

When creating a new Prevention of Risk Assessment a user will still complete the Drug Factors however some modifications have been made to the window to make it more user friendly and to ensure that the data being gathered is accurate. To this end Drug Factors will be individually attached to each assessment. The previously entered drug factors have been converted and tied to existing assessments.

1. Use the push tab to access drug factors. When selecting a drug factor highlight a person for the fields to be active, then select ‘Yes’ to the question.

2. Once ‘Yes’ is selected Drug Type drop down box will be enabled, select a drug. The first drug selected will automatically be selected as a primary drug of choice.
3. A user can add additional drug types. Select the drug and click 'Add', a user must click 'Add' again before selecting another drug type. Only one drug type can be selected as the primary drug of choice. If two are selected an error message will appear. A user will need to select highlight the drug which is not the primary drug factor, then uncheck the primary drug of choice box and click 'Update'. Be sure to save the changes.

4. A user can delete drug factors by selecting the drug factor and clicking delete. This will delete the drug selected, click ‘Save’ and Close
5. A user can go back into the drug factor window and select ‘No’ for a parent/child that was previously selected as ‘Yes’. When deleting the following message will appear:

6. If a user puts an assessment in ‘Ready for Review’ status without filling out any drug factors, a prompt message will appear.

When the user selects ‘Yes’ the user will automatically be taken to the Drug Factors window. If a user selects ’No’ then the user will need to update the status to ‘Ready for Review’.
7. A user will not be able to select the same drug factor for an individual in two different assessments on the same day. This is to prevent duplication of drug factors. For instance a user will not be able to complete a risk assessment on 03-15-2017 and select Alcohol as a drug factor for Sally and then complete a Prevention Assessment on 03-15-2017 and also select Alcohol for Sally. An error message will appear. This also applies when a Risk or Prevention Assessments is completed on the same day in two different households that share the same individual. For instance if you have one household where the mother is the primary caregiver and one household where the father is primary caregiver, and both households have a teenager with drug factors, you will only be able to enter drug factors for the teenager in one of the households on the same day. The user will need to choose one assessment only to enter the drug factor. If the drug factor is truly related to a separate incidence then the user will need to change the date of the assessment to the next day.
Detail Condition Window (Change)

Users can now look at person’s Drug Factor History in the Conditions window. This history is automatically updated by NFOCUS. The begin date is the assessment begin date and the end date is the finalized date of the assessment.

Placement Change Reasons (Change)

With this release several placement change reasons were eliminated.

The following reasons have been eliminated:

- Child Initiated
- Incompatible Matching
- Lower Level of Treatment
- Moved to a Relative Home
- Non-violent Youth Conduct
- More Restrictive Environment
- Runaway
- Worker/Agency Initiated
- Youth Dangerous Behaviors
- Youth Mental Illness
- Allegations

The following Placement Closure Reasons are new options with this release:

- Short Term Placement
- Independent Living
- Child Entering Treatment Placement
- Moved to Relative/Kinship Home/With Siblings
- Unsuitable Foster Home
- Missing Youth Located
- Missing Youth
- Unsuitable Foster Home
- Tribal Jurisdiction
Ability to Delete Removals-Supervisors Only (Change)

With this release, Supervisors will now have the ability to delete removals that were entered in error. The ‘Delete’ removal will always be enabled for a supervisor, however if there is an active placement an error message will appear. The most recent removal can be deleted as long as there are no active placements. If there is an active placement then the placement will need to be deleted before the removal can be deleted.
SDM – Changing Household Roles (Change)

Workers will no longer be able to change the SDM Household Roles and persons will not be able to be end dated when assessments are in Ready for Review status. A user will need to finalize the assessment or put it back into ‘Revisions required’ to change the Roles or end date persons in the household. A user can add someone to the household but they will not be included in any assessments which are in ‘Ready for Review’.

Document Imaging-Add Images and Search Images from Intake Window

Images can now be added and viewed on the intake window.
Safety Assessment and APPS No Contact Edit (Change)

It is now possible to complete a Safety Assessment/APPS Assessment with a tied intake if there has been no contact with the victim. This is possible by clicking the ‘Not contacted’ and selecting one of the ‘No Contact’ reasons.

Add Docket/Page Number to the Legal Actions List Window (New)

The Docket and Page Number will now appear in the List Legal Action window.

1. Select the Legal Actions push tab
2. Select Search
3. Docket and Page will now appear in the columns. The page is always attached to the docket. The docket can be sorted using the ‘Sort’ feature and ordered in ascending or descending order.

Birth to 5 year old School District Notice (New)

A new school district notice has been created to notify home school districts of their obligation to find, assess, and provide services to children with disabilities in DHHS custody. This notice is sent the same way that all other school notices are sent. This notice is only sent to the school district where the child became a ward.
Change the wording of Runaway to ‘Missing Youth’ everywhere in N-FOCUS (New)

Children or Youth who are missing will not be referred to as ‘Missing Youth-Unable to be Located’. This includes placement types and placement closure reasons.

Service Referral Cell Phone Number added (Change)

An addition to the Service Referral printout was requested by the field. Under the contact person on the print out there is a phone number that is the current Home Phone Number from Person Detail. An addition was made to add the Cellular phone number. This is on production.

SDM Birth Date Error (Fix)

SDM changes last release which allow SDM assessments to automatically pre-fill risk question caused an error to occur when a child has no birthdate. This would cause the risk index questions to flicker when a user tried to enter an answer. This has been corrected, from now on if a child does not have a birth the prefill will be turned off and the worker will have to manually answer those questions.
Adoptive Placement Agreement Maintenance Amount Error (Fix)

An error was occurring in the detail placement window when a worker tried to print the Adoptive Placement Agreement. The maintenance amount box would not allow decimals to be entered.

Family Function Narrative (Fix)

Due to changes made to SDM narratives last release an error was occurring that would not allow the family functioning narrative to be printed with the assessment when there was only one narrative. A blue swish arrow was added to pull in one narrative when printing the SDM risk assessments. To include the narrative the user can highlight the narrative and select the blue arrow.
Mailing Address Error

Previously when an ARP was placed in a placement and the ORG had a different physical address than mailing address and then at a later point in time the mailing address was end dated; it was found the mailing address end dates on the Detail Organization (address History), but it did not end date on the Address History for the ARP’s address. This has been corrected so when an ORG’s mailing address is end dated and an ARP is placed with that ORG; the ARP’s mailing address will also be end dated.

SDM Batch Printing (Fix)

A fix was made to correct an error related to the SDM finalization batch process. Previously, workers were not able to re-print some SDM assessments finalized by the system. This has been corrected.

Probation Youth Placed in Foster Home (New)

Probation Youth will now be deducted from the organizations available slots.

**Example:** The Lori King foster home is licensed for two children and currently has no one placed there.

Jack Jones is a Probation Youth placed with Lori King. Jack is added as an org related person. When the Family Role of ‘Probation Youth’ is selected, the Facility Type box displays.

**Note:** The worker must select a facility type in order to have the probation youth deducted from the available slots.
This deducts 1 from the available slots.

When a Probation Youth leaves a foster home, the user double clicks on the youth’s name in the org related person box and enters the date the youth left the placement in the end date field.
This causes 1 to be added back to the available slots.

Incorrect Begin Date Entered

- If the worker entered the incorrect begin date and there is no end date, the begin date can be corrected on the Org Related Person window.
- If there is an incorrect begin date and the end date has already been entered, RD Supervisors can correct the error from the Probation Youth Involvement window.
Accessing the Probation Youth Involvement Window

The Probation Youth Involvement can be accessed by two methods from the Detail Organization window:

- Highlight the Probation Youth from the Related Person group box.
- Select the menu Goto>Probation Youth

OR

- Highlight the Probation Youth from the Related Person group box.
- Select the menu Actions>Related Person.

The Organization Related Persons pop up window will display

- Select the Probation Youth push button
Correcting Begin and End Dates – Supervisor’s Only

The Probation Youth Involvement window is used to view and correct information. Correcting Begin and End Dates is a function only available to Supervisors.

To correct the Begin or End Date ranges, follow these instructions:

- Highlight the instance you wish to correct and the dates will display in the Detail group box.

- If the date(s) are in error, the RD Supervisor would change the date(s) and then select Update.

- If the entire involvement was in error, the RD Supervisor would use the Delete function.

- The Clear button will clear the dates from the fields. To display the date fields again, simply highlight a row in the top box and the dates will display again.

- WARNING: You should only change the begin/end date ranges for error correction. Altering the dates can cause inconsistencies in reports that have already run.
Placement List Window Display of Probation Youth

Probation Youth information now displays on the Placement List window and the Active/Bedhold Report.

The letter *PR* displays after a probation youth.

Placement History Report Display Probation Youth

Probation Youth now display on the Placement History Report.

The letter *PR* displays after a probation youth.
**Drug Factors Tied to Assessments (Change)**

With this release, the Y/N question in drug factors will be tied to the assessment. This will ensure that the date picked for the drug factor entry corresponds with the correct intake received because the assessment will be tied to the entry of a drug factor.

**Note:** This change will be behind the scenes and the worker will not need to enter any additional information.

**Supervisor Ability to Delete Removals**

With this release, Supervisors will now have the ability to delete removals that were entered in error.

**Early Development Network Referral (Change)**

Additions to the referral include:

- If the child is a state ward (pull from N-focus data)
- Child placement with name, address, phone numbers (pull from N-Focus data)
- Add sections for non-custodial parent information. Pull from N-Focus data if non-custodial relationship exists.
- Add section for doctor address and last appointment (pull from exam data)
- Add field for child risk factors that can be selected (auto-select risk factors based on conditions for persons)
- Add field for risk factors that may affect EDN workers
- Add drop down to select mother and parents educational rights. Depending on what is selected enable fields to provide information about educational surrogate.

Remove:

- Section for developmental concerns, medical concerns, and additional comments.
- Section on correspondence for Action taken.

**CFS Consolidated Narrative – (Change)**

The following narratives have been added to Consolidated Narrative in N-FOCUS:

- New Court Report Narrative
- Relative Notification Narrative

**SDM – Changing Household Roles (Change)**

Workers will no longer be able to change the SDM Household Roles and persons will not be able to be end dated when assessments are in Ready for Review status.
**Intake-APS Action Dates (Change)**

When an APS intake contains an allegation of financial exploitation the timeframe to complete will now be 90 days instead of 60. If no allegation of financial exploitation is in the intake the timeframe will remain 60 days.

![N-FOCUS - APS Action Dates](image)

**Allegations- Updated Multiple Findings (Change)**

An option to 'Update Finding' has been added to the Action Menu on the Allegation List window that allows users to update multiple allegation findings at one time. This function will be enabled only when one or more findings are highlighted that have a finding entered. The same edits will apply as do for entering initial findings or updating individual findings.

![N-FOCUS - List Allegation](image)
Subsidized Adoption Eligibility PS-50 (New)

The Subsidized Adoption Eligibility (PS-50) can now be printed from the Detail Subsidy window. Workers must answer for questions found under the ‘Adoption Eligibility’ pushbutton if the child is eligible.

The PS-50 prints from the Action Menu.

Subsidized Adoption Agreement PS-52 (Change)

Unnecessary wording has been eliminated from the Subsidized Adoption Agreement and the designation of a guardian/conservative has been added.

Foster Care Licenses (Change)

Added specific language for relative foster home licenses.