A Major Release of the NFOCUS system is being implemented August 12, 2018. 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 NFOCUS users should read this section.

**Electronic Application:** NFOCUS users responsible for case activity received through the Web based Electronic Application should read this section.

**Developmental Disabilities Programs:** NFOCUS users who work directly with DD 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 Development Disabilities Programs.

**Expert System:** All NFOCUS users with responsibility for case entry for AABD, ADC Payment, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

**Note:** When new functionality is added to NFOCUS 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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Navigating Release Notes

A quick way to navigate through the Release Notes is to use the Navigation pane on the left side of the screen. To activate this pane, simply follow these steps:

- Click the View Tab
- Place a check mark in front of Navigation Pane

**Result:** The Navigation Pane will display on the left side of the screen.

- Scroll through the Table of Contents and click the topic you wish to view.

### Master Client Index MCI – New

Note that this functionality was delayed from the April release.

Medicaid eligibility is in the process of being moved from NFOCUS to NTRAC. As part of this change, the Master Client Index (MCI) will maintain person data from both systems. The Master Client Index (MCI) data will be synchronized between NFOCUS and NTRAC to streamline the data management (create, update, merge & discontinue) processes between Medicaid and non-Medicaid Programs.

To create the MCI, the data synchronization process uses certain attributes of client information (person demographic data) such as first and last names, date of birth, gender, SSN, etc. It reduces the potential to create duplicate records, makes it easier to manage a person’s information, and allows DHHS to integrate programs on an enterprise level.

Having the people linked in both systems allows for the daily interface between NFOCUS and NTRAC to pass eligibility information back and forth for an individual.

The MCI Implementation will be handled in two phases. The first phase is the integration of NFOCUS with MCI. The second phase of the MCI implementation will be the integration of NTRAC with the MCI.
**NFOCUS Production Support Hours**

NFOCUS Production Support Hours are from 7:00 AM (CST) until 5:30 (CST). We have staff meeting every Wednesday morning from 8:00 until 10:00. During this time you may leave a voice mail or send in an e-mail.

Please leave your BF Number, Master Case Number and your name and phone number in your message.

If you have a Case Error and do not want to wait on the phone you can send an e-mail to our production support mailbox.

Please put the MC number, your BF number and you logon ID in the e-mail and send it to DHHS NFOCUS Production Support DHHS.NFOCUSProductionSupport@nebraska.gov. You will then receive an Instant Message when the case has been reset and you must open the Master Case to the navigator window before you check the case in. This will reset any triggers that were created before the error.

**Add Person (Change)**

An NFOCUS person ID can be entered on the Add Person window. The out select arrow is then enabled and the person’s details are pulled back into the window. This saves the user from having to reenter the details when the person is known to exist on NFOCUS.

**Note:** The person details cannot be edited from the Add Person window. Select the Perform Clearance button to save the Add action.

See additional screen print on the following page.
The File Director icon has been added to the window.

The SSN column has been reduced to SSN4. Previously the SSN was displayed as xxx-xx-1234.
Ending Pregnancy (Change)

Ending a pregnancy due to birth will now take the worker through the person clearance process.

The Resolve Modified Person window will open if potential matches are found. The user can Accept Changes or Reject Changes. The purpose is to identify duplicate people.

Call production support if a duplicate is identified.

Address (Change)

When a person has both a Physical Address and a Mailing Address and the Physical Address is changed but the Mailing Address is not changed, a window will pop up saying ‘You have updated the physical address. Check the mailing address to determine if it needs to be changed’.

Workers should update the Mailing Address if necessary.

This reminder does not apply to Organization address changes.
Child Care Details Window (New)

The Home Details page will no longer show the CC License ID; QRIS; Accreditation and Sixpence. A new Child Care Details button has been added and the Child Care details have been moved to a new window.

The Child Care details button will open a new window. This window will show only Child Care facilities. Workers will select which facility they are addressing and make required changes to Accreditation, Inspection and Head Start. Sixpence is no longer tracked on NFOCUS.

CFS facilities will not show in the Child Care Details window.
No changes have been made to accreditation or QRIS functionality, including history. The CC facility must be in Active status in order to enable Accreditation, Inspection and Head Start. All other status will have these attributes grayed out.

**Inspection**

RD workers will select which type of Inspection they are adding to the facility type. Selections are: License, Subsidy New, Subsidy Renew, In-home. Workers will not be able to delete an inspection date that is more than 12 months prior to current date. Workers will not be able to future date inspection date. Inspection will enable for Child Care Center, Family Home 1 and 2, License Exempt, Family In-Home and Family In-Home Special Needs.
**Inspection History**

RD workers will be able to delete inspection history if an entry is incorrect. They will highlight the line they wish to delete and select delete. History that is more than 12 months prior to current date will not be allowed to be deleted.

[Image of inspection history screen]

Workers will not be able to delete rows that are more than 12 months from the current date. A message will generate indicating this requirement.

See additional screen prints on following page.
Workers will not be able to future date entries. A message will generate if the worker attempts this.

**Head Start**

Workers will add Head Start data by selecting Yes or No, and the begin date. Workers will receive an error message if they try to put a blank space in the Head Start drop down. Head Start will only enable for Child Care Center, Family home 1 and 2.

**Head Start History**

RD workers will be able to view Head Start entries in the history tab. They will be able to delete history, however, they must delete the top row only. Delete will not enable for any row other than the top row. In order to delete an error entry that is not the top row they will need to delete every row that was entered before the error entry they are wanting to adjust.
The end date will adjust with every row that is deleted in order to show a current status of Head Start.

Workers will not be able to delete rows that are more than 12 months from the current date. A message will generate indicating this requirement.
Workers will not be able to future date entries. A message will generate if the worker attempts to future date.

![Error Message](image)

**Pre-Print Claims Schedule (Update)**

The following provides information regarding the Pre-Print Claims Schedule:

**Occurrence Related**
- This file is for one time related providers such as EF, EA, etc. that are providing occurrence related services. This file is sent to OnBase nightly.

**Weekly**
- This file will run every Friday and extract any authorizations that were created for the following Monday through Sunday.

**Semi-Monthly**
- This file runs on the 1st and 16th of each month.
  - The run on the 1st extracts authorizations created for the 1st through the 15th of the month.
  - The run on the 16th extracts authorizations for the 16th through the end of the month.

**Note:** If the authorization is created in the current month the claim lines will run with nightly batch process.

**Example:** Authorization created on 7/7/15. The file will run that night and within 48 hours the claim line for the first half of July would be online. The second half will be sent on the 16th. If the authorization is created on 7/20/15 the file will run that night and within 48 hours there should be 2 claim lines on the portal for the 1st and 2nd half of the month.

**Monthly**
- This file will run on the 25th of the month and the end of the month (last working day).
  - The 25th extract will pick up authorizations that were created between the 1st and 25th.
  - The end of the month run will pick up any authorizations created from the 26th to the last day of the month.

**Note:** If any of the scheduled dates is a holiday the job will run the day prior.
In order to change from MONTHLY to SEMI-MONTHLY it’s best to wait and do this the 28th—the end of the month. If you change a provider from MONTHLY to SEMI-MONTHLY before the 27th, they won’t get their Monthly claim line for that month because Monthly claim lines look back at the month. Semi-Monthly claim lines look forward and you will miss out on either the first or the second half of the month, depending on when the Resource Development worker makes the change.

**Example:** If the change from Monthly to Semi-Monthly happens on the 17th then you will miss the Monthly claim line, as well as the Semi Monthly claim line that would have went over on the 16th.

**Post Print Process**

The Post Print Process looks 6 months back from the current date.

Weekly Claims – The file will run every Friday and extract any authorizations that were created for the following Monday through Sunday.

If the worker missed the Friday before cut off for that week and the worker waited till the day of the service to make the service authorization, there is a post print process that would have gone back and picked up the service authorization and made a claim for the portal.

If the worker missed the Friday before cutoff for the weekly claim and makes the service authorization before the service, the claim falls into a “black hole” and the claim will never go to the portal.

**Example:**

Service for 6/1
- If worker made a service authorization on 5/25 or before, then the service authorization would go to the provider portal.
- If worker made the service authorization on 6/1 or after, then the service authorization would go to the provider portal.
- If the worker made the service authorization on 5/28-5/31 then that is the “black hole” and the claim will not go to the provider portal and paper billing will need to be done.

**Interfaces**

**SVES Verification Request (Change)**

In the past, when a child’s Date of Birth was verified by the Nebraska Department of Vital Statistics that child was not sent to SVES for a SSN Verification so the SSN was never verified. This will now be fixed so that all new born children verified by Vital Statistics will be sent to SVES for a SSN verification.
SDX Interface Display (Fix)

Some of the SDX Demographics Category codes have been incorrect. This has been fixed. The new, more descriptive, codes are displayed in the chart below the screen print.

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### SDX Demographics

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<tr>
<th>SDX List</th>
<th>Eligibility</th>
<th>Financial</th>
<th>Payment</th>
<th>Demographics</th>
<th>Ineligible Relative</th>
<th>Technical</th>
</tr>
</thead>
<tbody>
<tr>
<td>SIN: 54921-7620</td>
<td>Birth Date: 02-23-1962</td>
<td>Name: SEAN LUNDSTROM</td>
<td>Gender: M</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Category</th>
<th>Address</th>
<th>Date Received</th>
<th>Date of Death</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled Individual</td>
<td>2905 S 105TH PLAZA OMAHA NE</td>
<td>09/10/2010</td>
<td></td>
</tr>
</tbody>
</table>

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- Aged individual
- Aged individual with an ineligible spouse
- Aged individual with eligible spouse
- Blind Individual
- Blind individual with ineligible spouse
- Blind individual with eligible spouse
- Disabled individual with Eligible spouse
- Disabled individual
- Disabled individual with ineligible spouse
- Blind child
- Blind Child living with mother
- Blind child living with father
- Blind child living with both parents
- Disabled child
Alerts

View Future Dated Alerts (Change)

Select the Future button to navigate to the List Master Case Alert Window in order to view Alerts for the Master Case that have a display date in the future.

All alerts with future display dates will appear, regardless of the status. The filter options are available from the filter icons.
Alert 605 will be created for the RD worker assigned to the service approval when a person’s address is updated on the Person Detail window and they are an Org Related Person on an organization that has an active service approval for child care.

Correspondence

Non-Discrimination Language (Change)

The Non-Discrimination language has been changed on Correspondence created in NFOCUS to the following verbiage per Federal Legislation/Regulation request:

This institution is prohibited from discriminating based on race, color, national origin, disability, age, sex and in some cases religion or political beliefs.

The U.S. Department of Agriculture also prohibits discrimination based on race, color, national origin, sex, religious creed, disability, age, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027), found online at:

http://www.ascr.usda.gov/complaint_filing_cust.html, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

(1) Mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410;
(2) Fax: (202) 690-7442; or
(3) Email: program.intake@usda.gov.

For any other information dealing with Supplemental Nutrition Assistance Program (SNAP) issues, persons should either contact the USDA SNAP Hotline Number at (800) 221-5689, which is also in Spanish or call the State Information/Hotline Numbers (click the link for a listing of hotline numbers by State); found online at:


To file a complaint of discrimination regarding programs receiving Federal financial assistance through the U.S. Department of Health and Human Services (HHS), write: HHS Director, Office for Civil Rights, Room 515-F, 200 Independence Avenue, S.W., Washington, D.C. 20201, or call (202) 619-0403 (voice) or (800) 537-7697 (TTY).
USDA and DHHS are equal opportunity providers and employers.

**Document Imaging**

**Protection and Safety Sub-Category Plan of Safe Care (New)**

A Protection and Safety document imaging subcategory of ‘Plan of Safe Care’ has been added to the main category of ‘Casework’.

This subcategory was requested to store copies of completed Plans of Safe Care for infants affected by substance use as required by the Comprehensive Addiction and Recovery Act (Public Law 114-198).

See additional screen print on next page.
Expert System

Child Care Two Applications in Same Month (Change)

Workers will be able to pend a second Child Care Program Case in the same month that already had a Child Care Program case denied.

If the Household requests a prior application to be withdrawn and then reapplies at a later date in the same month, the new application date will be allowed to be entered. Only two denial reasons will require the original application from that month to be used: failed to provide or failed to complete interview.
NFOCUS Tips

Duplicate Persons in NFOCUS

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, and Customer Service (NTRAC).

NFOCUS 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 NFOCUS person.
- No SSN but Name and DOB matches someone already on NFOCUS.
  - More than likely this is the same person.
  - Check the address, Master Cases they have been in, Person Involvement, etc.
- SSN already matches someone on NFOCUS,
  - Do not change the SSN by one number to get it on NFOCUS.
• Not doing a thorough clearance before adding a person to NFOCUS
• Person name misspelled or last name changed

Note: If you have any questions or cannot complete the steps indicated above, contact NFOCUS Production Support.

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

Person Search

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

Use the Person Search to determine if this person is already on NFOCUS
• SSN Search – If you have an SSN, do a search by SSN. If there is no match on SSN, then search by name.
  o Even if you have an SSN it is good to also do a name search to make sure they are already on without the SSN
  o 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.
  o 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, Doenhoefer, Doerschlag, Doescher, Doeschot, etc.
  o 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, Johnsons and Johnston with the same first name.
  o It is also good to check the box ‘Search on Name History’.
  o 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 NFOCUS 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:
  o 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.
  o If a person already on NFOCUS 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 NFOCUS Person’

- DO NOT change the SSN by one number to get your person on when you have an SSN match - call NFOCUS Production Support
- See ‘Help-How Do I’ for complete instructions on the Clearance Process

- If in doubt if this is the same person, call NFOCUS Production Support

**Administrative Person**

- Always check to make sure the person is not already on NFOCUS
- 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.

Children and Family Services

Law Enforcement Declined Allegations (Change)

A new allegation of ‘Law Enforcement Declined’ has been added with this release. This option will only be available when the Intake’s current Status Reason is Law Enforcement.
Alternative Response – SDM Household Summary/Detail

When a program case is identified as an ‘Alternative Response’ case, under ‘CFS Case Name’ on the SDM Household Summary/Detail page, ‘Alternative Response’ will be displayed. This will only be displayed if it is an Alternative Response case.

Allegation Role on Alternative Response Intake (Change)

When the status of an intake is Alternative Response, ‘Allegation Role’ will be blank as there are no victims or perpetrators in Alternative Response.
**Intake Rescreen (New)**

A new button on the ‘SDM Intake Screening’ window will be displayed titled ‘Rescreen’. A new process is in place regarding the rescreening of intakes. Once an intake has been accepted and the IA worker or supervisor believe the intake should be rescreened, it will go to the Quality Assurance (QA) Program Accuracy Specialist (PAS) team to determine if the intake should be accepted or screened out.

When an IA worker receives an accepted intake they believe needs to be ‘screened out’ they will follow the below process:

- The IA worker will email the IA Supervisor referencing the intake # and request a rescreen.
- The IA Supervisor will review the intake and any additional information gathered by the IA worker to determine if the Intake warrants a rescreen or should be worked. This review will be documented in the ‘Consultation Point – Staff Initiated’ Narrative.
- If the IA supervisor agrees with the request to rescreen, the IA Supervisor will request a rescreen through NFOCUS.

- From the ‘Detail Intake’ window the supervisor selects ‘Request Rescreen’ from the Actions menu.
  - Only Supervisors and Administrators will have security to request a rescreen.
• ‘Request Rescreen’ can only be selected for ‘Closed’ or ‘Approved’ intakes
• If the intake is in ‘Final’ status, the intake will need to be reopened in order to select ‘Request Rescreen’.
• Prior to requesting a rescreen a consultation narrative is required. When selecting ‘Request Rescreen’, A pop up message indicating they need to complete a consultation point narrative will appear before going forward if there is not already a consultation point narrative.
• Selecting ‘Request Rescreen’ will automatically select/highlight ‘Rescreen Intake’ on the ‘Intake Notification’ window. The intake needs to be saved.

• The IA supervisor will send an email with the intake information to the PAS Team Email: DHHS.HotlineQA@nebraska.gov.
• The Reviewer will search for intakes on the ‘Search Intake’ window by ‘Intake Notification’ ‘Rescreen Intake’.
The Reviewer is then directed to the ‘List Intake’ window with a list of intakes with an ‘Intake Notification’ of ‘RESCREEN INTAKE’.

The Reviewer selects an intake to review. From the ‘Detail Intake’ window the worker clicks on the ‘Screening Decision’ button.
The Reviewer is directed to the ‘SDM Intake Screening’ window and a new button titled ‘Rescreen’ would be present for the Reviewer to select. This button is enabled when the Status Reason is an Accepted reason or if there is data saved from a previous rescreen.

Once selected the Reviewer is directed to a new window. Only workers with appropriate security can update this window (Large Group user profile ‘21’ PSWs – Small User Group INT_REOPEN_APPROVED). Specific Program Accuracy Specialists, Supervisors, and hotline Supervisors will have this security. Updates can only be made when the intake is in ‘Closed’ or ‘Approved’ status.
The Date and Time of Request is populated and saved when the Request Rescreen is selected and the Rescreen Notification is turned on.

From the Decision drop down, the Reviewer selects the Rescreen Decision, either ‘Approved’ or ‘Not Approved’ and then selects the appropriate Rescreen Reason from the Decision drop down.

The Review Date and Time will populate based on the current date and time when the Decision and Reason are saved and the Reviewer will be populated based on the log on ID of the person who enter the information.

Once the above steps are completed ‘RESCREEN INTAKE’ will no longer be highlighted on the ‘Intake Notification’ pop up window and will no longer show up when searching by ‘Rescreen Intake’ from the ‘Search Intake’ window.
• There is a history button that will show the history of any changes to the Decision, Reason, ID of Person who saved the window, and the date/time of the saved decision. Fields on the History window include: Decision Date/Time, Reviewed by, Decision, and Reason.

• A new row will be created in ‘History’ showing a row for each rescreen request with the following information:
  a. Reviewed by
  b. Decision Date/Time
  c. Rescreen requested by
  d. Request Date/Time
  e. Rescreen Decision
  f. Rescreen Decision Reason

If the request is not approved, the Reviewer will only need to update the status of the Intake to ‘Approved’, if it is not already in that status. At the status update, current edits will apply for the Screening Decision and Status reason as well as a new edit that determines if there is a ‘Not Approved’ screen out request to ensure that the Final Screening Decision is ‘Accepted’.

If a Rescreen Decision is ‘Approved’ to screen out the intake:
• If the intake is in Approved Status, it will need to be updated to ‘Closed’ Status.
• Then update:
  a. The ‘SDM Intake Screening Overrides’ window and enter a Discretionary or Policy override, if warranted. This will change the Final Screening Decision to ‘Not Accepted’. If Discretionary is selected an Override Narrative is required.
  Or
  b. Change the Maltreatment Type selected in the screening to ‘No Allegations Apply’. This will change the Initial Screening Decision to ‘Not Accepted’ and if no overrides are entered, the Final Screening Decision as well.
• Update the Status Reason of the Intake to the appropriate ‘screened out’ status reason.
• Update the status of the intake back to ‘Approved’. At the status update, current edits will apply for the Screening Decision and Status reason as well as a new edit that
determines if there is an ‘Approved’ screen out request to ensure that the Final Screening Decision is ‘Not Accepted’.

- The QA reviewer should then send an e-mail to the assigned IA worker and their supervisor with the final decision regarding the intake rescreen.
- If the rescreen decision is ‘Approved’ and ‘Other’ is selected as a reason, a message will pop up when trying to save, indicating the worker needs to complete the ‘Justification for changed the intake status reason’ narrative.
  a. ‘Justification for changing the intake status reason narrative is required when approved reason ‘Other’ is selected’

If a Rescreen Decision is ‘Not Approved’ to screen out the intake:

- The Supervisor can go back into the intake and ‘Request Rescreen’
- This will turn the ‘Rescreen Intake’ notification back on
- A supervisor can go in and request a new rescreen......A new row will be created in ‘History’ showing a row for each rescreen request with the following information:
  o Reviewed by
  o Decision Date/Time
  o Rescreen requested by
  o Worker Assigned
  o Supervisor Assigned
  o Request Date/Time

Add Sibling to Change of Placement/Change of Worker Notice

When a worker creates a Change of Placement/Change of Worker Notice Correspondence they will now have the ability to send a copy to the child’s sibling. Siblings that are listed in the Household as well as documented in ‘Relative/Kin’ will display on the CC line of the correspondence. The phone number of the placement will now, also display on the correspondence.
Add Role of Identified Child to Intake

The role of ‘Identified Child’ is being added to Intakes. A new memo was released on 05/07/2018 instructing CFS staff to distinguish an ‘Identified Child(ren)’ being youth age 19 or younger in a Dependency Intake who are characterized as the primary subject of concern. A child must be listed as an ‘Identified Child’ if it is a Dependent Child Intake. The worker will be prohibited from closing the intake until an ‘Identified Child’ has been classified.

<table>
<thead>
<tr>
<th>Persons/Allegations</th>
<th>Role</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>GOODLEY</td>
<td>Joe</td>
<td>3</td>
</tr>
<tr>
<td>GOODLEY</td>
<td>Jenny</td>
<td>4</td>
</tr>
<tr>
<td>GOODLEY</td>
<td>Sally</td>
<td>5</td>
</tr>
<tr>
<td>GOODLEY</td>
<td>Karen</td>
<td>37</td>
</tr>
</tbody>
</table>

When adding people to an intake the worker will be asked if the person is the ‘Identified Child’. The worker can select ‘Yes’ or ‘No’. If the worker selects ‘Yes’ the child will be listed as the ‘Identified Child’ under ‘Class’. If the worker selects ‘No’ the worker will have to select a child and go to ‘Actions’ and select ‘Update Adult/Child Class’.

The worker will receive the following pop up:

N-FOCUS - Birth Date stored on N-FOCUS

Birth Date of the selected person is stored on N-FOCUS and was used to set his/her current Class. Do you want to override this setting? If so, the person’s Birth Date should also be updated.

Yes  No  Cancel

The worker will select ‘Yes’ and a new pop up will display where the worker can select ‘Identified Child’.

N-FOCUS - Indicate Child or Adult

Please indicate whether this person is a child or an adult.

- Child
- Adult
- Identified Child

OK  Cancel
Remove Child Support Narrative from Court Report

Beginning 08/12/2018 there will no longer be a ‘Child Support’ narrative on the Court Report. If a Court Report was created prior to 08/12/2018 but not completed and printed until after 08/12/2018, the Child Support narrative will still be required and will still display on the Court Report. If a Court Report is created after 08/12/2018, the Child Support narrative will not show up in NFOCUS, nor will it print on the Court Report correspondence.

Placement Additional Details (Change)

Foster Homes are now required to make contact with the placed child’s Parent/Guardian within 24 hours of Placement. New fields have been added to the Placement Additional Details window to document this contact:

Foster Parent Contact Within 24 Hours Group Box:

- Contacted Parent/Guardian: Drop down options - Yes, No or Exception
- Initial Contact/Exception Date: Enter the date the Contact or Exception was made
  - When Yes or Exception was selected from the contact Parent/Guardian drop down list, a Contact/Exception Date is required.
- Contact Description: Document with whom the contact was made. If an Exception was granted, this field is mandatory.
  - This field allows a maximum of 200 characters

Detail Visitation Window Copy Forward (Change)

The Copy Forward icon has been added to the Detail Visitation Plan window.
SDM Delete (Fix)

Previously, the ‘Delete’ under actions in all of the SDM narratives was not functioning correctly. When a user used ‘Delete’ and then typed a new narrative the old narrative was not being saved. This issue has been corrected.

SDM Save Message after Spell Check (Fix)

When a user initiates spell check in any of the SDM narratives a prompt will appear asking the user if they would like to save the narrative before spell check is run. The ‘save’ prompt only appears the first time spell check is initiated, unless the narrative is deleted completely.
Court Report Save Message after Spell Check (Fix)

When a user initiates spell check the very first time in any of the court report narratives a message will prompt the user to save the narrative first. This save does take a moment to initiate. Additionally, the ‘Delete’ button on the court report narratives was not working properly and when a user deleted a narrative and typed a new one the new narrative was not saving. It is believed these changes will prevent lost narratives.

Allow IV-E funding for when a facility is on ‘Hold’ status (New)

Previously, when a facility was put on hold status by an RD worker IV-E funding was shut off. This meant that when the claim was run the funding would switch over to Child Welfare funding. Now, when a facility is on a ‘Hold’ the foster home will be paid using IV-E funds. There is no change for the user. This is a technical change only.

Foster Parent Requirement to Contact the Parent Guardian (New)

When a child and or youth is placed in a foster home CFS workers can now document that a foster parent has made contact with the child’s parent or guardian within 24 hours via the Additional Details push button.

Contact Parent/Guardian Drop-Down Field Options:

- Yes - Requires a date of contact in the date field
- No - Does not require a date
- Exception - Requires a date be entered when the exception was made

Note: There is a narrative box to detail the contact made.

See screen prints on next page.
<table>
<thead>
<tr>
<th>Status</th>
<th>Status Date</th>
<th>Closure Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLOSED</td>
<td>06-21-2018</td>
<td>MISSING YOUTH</td>
</tr>
</tbody>
</table>

**Agreement Signed Date:**
- Date: 04-15-2018

**Contact Description:**
- Yes

**Managed Care:**
- Has the Managed Care Entity approved the placement?
- Decision: [ ]
- Date: [ ]

**Appeal Description:**
- [ ]

**Additional Details:**
- Child Missing Detail
- Protective Service Alert
- Trafficking Screening
- ICPC
- Consultation Point
- IL Address
Efforts to Contact Young Adult (New)

Bridge to Independence Workers and CFS can now document efforts to contact a young adult in the multi-person narratives.
Protective Service Alert-One Open at a time (Update)

If a user attempts to open two Protective Service Alerts at once they will receive an error message. This error message appears after the user has an open application (see below) and they try to open another PSA through the push tab ‘Protective Service Alert’.

![Protective Service Alert screen](image-url)
License/Approval Amendments Window (Change)

The License/Approval drop down field will be added to the License/Approval Amendments window. Workers will no longer need to create a new License/Approval when updating one of the following facility types; Relative Foster Home (Approved), Kinship Foster Home (Approved) or DD Family Home (Approved); from Emergency Approval to Relative Home Approval, Kinship Home Approval or DD Family Home Approval (respectively).

When an Emergency Approval is amended to the Approval status, the end date on the existing License/Approval for that facility type will be removed, showing no end date. Which is based upon current existing licensing rules in NFOCUS for the facility and license/approval types.

![License/Approval Amendments Window](image)

CARA Plan of Safe Care Checkbox (New)

A checkbox has been added to the Detail Intake window, relating to the requirements for the Comprehensive Addition and Recovery Act (CARA) of 2016. This checkbox will allow workers to indicate whether or not a child has a Plan of Safe Care. The checkbox will only be visible for Intake Types of Child Abuse/Neglect and Dependent Child.

The box can be ‘checked’ by workers when the intake is in Open, Closed or Approved status. It can be ‘unchecked’ by workers when in Open status. If it is Closed or Approved status, then only hotline supervisors are able to ‘uncheck’ the box. A log of the changes/assigned value of the checkbox will be added to the history on the intake.

See Screen Prints on following page.
If the box is checked, but requirements for the Plan of Safe Care are not met at time of saving, the error message below will appear.

When saving an intake where the Plan of Safe Care checkbox is ‘checked’, the reminder message below will appear.

The Plan of Safe Care information has also been added to the Intake worksheet. If the box was ‘checked’ it will display a ‘Yes’ (as shown below), if the box was not checked, it will display a ‘No’.
As a part of the CARA updates, the A/N Factor of ‘Substance Exposed Newborn’ will be changed to ‘Substance Exposed Infant’.
Licensing Agent Indicator on Detail Organization (New)

A new indicator, ‘Org is Licensing Agent’, has been added to the Detail Organization that will help identify what Organizations are able to be included in the list of Licensing Agencies for Foster Care License/Approvals. Organizations marked as ‘Duplicate’ or are in ‘Closed’ or ‘Delete’ status cannot have the indicator enabled (checked). The ability to select or make changes to this indicator will be limited to Contract Monitor Resource Developers/Supervisors and certain Administrators.

With the implementation of this indicator, the process to assign a Licensing Agent to a Foster Care License/Approval will look a little different. To select a Licensing Agent, the user will no longer need to search through all organizations on NFOCUS. When the user clicks on the black arrow to ‘swoosh out’, a list window will be displayed.

This organization list will only show organizations with the indicator of ‘Org is Licensing Agent’ checked. The user can then highlight the organization identified as the Licensing Agent
for the foster home, and use the blue arrow to ‘swoosh in’ and assign the Licensing Agent to the License/Approval. This process is the same when assigning the Licensing Agent from the License/Approval Amendments window.

If the user cannot find the Licensing Agent they need on the list window, the user needs to contact the Contract Monitoring Resource Development Staff for clarification or have the organization added.

**CFS Search Provider Matching Window (Update)**

Several updates and additions have been made to the Search Provider Matching window to simplify and improve the placement search process.

**Facility Type:** When flowing from the Main Menu, the facility types on the drop down include those used by staff when searching for out of home placement. When flowing from the Detail Placement window, all the facility types will be listed in the drop down.

**Status:** The option to search ‘ALL’ facility type statuses has been added. ‘ALL’ includes the status types of Inquiry, In Process, Active and Hold. It does not include Closed status. When flowing from the Main Menu, ‘ALL’ will be the default for searching. When flowing from the Detail Placement window, Active will be the default.

**Family’s Ethnic Group:** This search field option is newly added. This allows the user to search for foster homes based upon the documented Ethnic Group of the family.

**Licensing Agent:** This search field is updated to correspond with the updated Licensing Agent Indicator on the Detail Organization. To select a Licensing Agent, the user will no longer have free form text for this field. The user clicks on the black arrow to ‘swoosh out’, a list window will be displayed. This organization list will only show organizations with the indicator of ‘Org is
Licensing Agent’ checked. The user can then highlight the organization to add to the search parameters by using the blue arrow to ‘swoosh in’.

Location; Service Area(s): Service Areas have been added to the search field options. When a user selects one or multiple Service Areas from the list, the corresponding counties will be selected. If the user deselects one or more Service Areas from the list, the corresponding counties will be deselected. If after selecting a Service Area, a county is deselected, the Service Area selected will be deselected, as the entire Service Area is no longer being used in the search parameters.

Location; County(s): There is no longer a limit on how many counties can be selected at one time for a search. However, if more than 3 counties are selected, the School District field will be disabled as a search parameter.

Note: If a provider matching search yields 500 results or more, an error message will be displayed (see below). You will need to add more search parameters, to limit the number of matching results.

![Error Message](image.png)