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

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

**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:** 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

Main Menu (Change)

The Main Menu, Services group contains a new icon with this release.

Service Referral Billing Icon – Click this icon to navigate to the Search Service Referral – Billing window.

**Note:** This icon will be used primarily by CFS Protection & Safety at this time.

![Main Menu Diagram]

PAS Program Moving From MLTC to EA (Change)

The Personal Assistance Service (PAS) program is moving from the MLTC division to the EA Division. PAS will no longer appear on the Case Actions task in the Expert System. All PAS case actions will now occur from the Detail Program case in GEN. PAS will be activated in GEN and the system will perform a check of Medicaid eligibility before activation. The following message will be displayed if PAS is NOT approved.

```
Program case may not be activated if participant’s Medicaid status is pending, closed, denied, or they are in a Medicare Buy In only category. The PAS case will not be activated for any month that the participant was not Medicaid eligible.
```

When a PAS case is pended or reopened the initial mode recommendation will be assigned. The case assignment will default to the EA Processing Queue, position 1111111. The worker has the option to assign to someone else. If the program case status is pending and it is assigned to position 1111111 the MC will be added to the EA processing queue. The queue type will be Initial. The date the pending action occurs becomes the EA queue priority date. PAS is added to the AABD/SSAD (01) service delivery group. If a worker renders a pending PAS case from the
queue, and the MED case is still pending, a new alert #613 will be generated once Medicaid is approved to notify the EA worker to action on the PAS case.

Regarding the review process for PAS. Currently the MLTC worker receives alert #490, SNA ends, when it is time to renew the Service Needs Assessment. Alert #490 will be discontinued. Alert #307 is being reinstated for PAS case only for EA workers. Once generated, this alert will be used to insert the MC into the EA processing queue with the type, Review. The queue priority date will be the processing date when the alert was created. If the PAS program case is already assigned, the alert will be created, but the MC will not be inserted into the EA processing queue.

Work Tasks will now be generated for PAS, regarding case pending 45 and 60 days.

**Service Authorization (Change)**

The ability to tie a Service Referral to a Service Authorization has been added to the Detail Service Authorization window.

**Note:** This functionality is for the CFS Protection & Safety users.

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**ACCESSNebraska Electronic Application**

**My Account PIN Letter (Change)**

The ACCESSNebraska My Account PIN letter will now include the following language:

The PIN Number referenced in this letter is not associated with your EBT or Reliacard accounts.
Rent and Lot Rent Split on Application (Change)

With this release, Rent and Lot Rent will be split on the Expenses – Housing screen for Economic Assistance.

Alerts

Alert 606 CHARTS Created A/R (New)

This new monthly alert is created when an Accounts Receivable has been created by CHARTS. The alert will notify the ADC worker that a budget needs to be authorized to begin recoupment.

Alert 607 – Age Change (New)

Workers assigned to Employment first cases will now receive an age alert when the Employment First participant’s child turns age 12 weeks or 6 years old.

Alert 248 – Age Change (Change)

With this release, workers assigned to Employment First cases will no longer receive this Age Change alert when the Employment First participant turns age 65.
Alert 614 – LIHEAP (New)

When an energy provider reports a change to household utility information through the LIHEAP Provider Response Spreadsheet, this alert will be generated.

**Alert Text:**

Energy Provider (both name and provider ID#) has reported a change to Household Utility Information. Heating and cooling utility information must be verified for the Household.

Alert 613 – Medicaid Approved

This alert informs the EA Worker that Medicaid has been approved and they can now take action on the PAS Case.

**Alert Text:**

Medicaid Program Case has been approved. Action needed on PAS Program Case.

Alert 307 – SNA Ends (Change)

The Service Needs Assessment Alert is created on the Master Case that contains a PAS Program case in which the Service Needs Assessment will be ending in the next 30 days. Once generated, the Master Case will be placed in the EA Processing Queue for review.

If the PAS program case is already assigned, the alert will be created, but the MC will not be inserted into the EA processing queue.

**Note:** Prior to this release, the PAS Program was handled by MLTC. PAS Programs will now be handled by Economic Assistance.
Narrative

Detail Narrative Window (Change)

A new field, Recorded Time will be added to the Detail Narrative window. This field will display the time the narrative was created.

Sub-Headings (Change)

The subheading Payment Method will be available for the Approval, Review/Recert and Change Management subjects.

The subheading Release of Information will be available for the Interview subject. Release of Information will also be available for the AABD, ADC, CC, SNAP, LIHEAP, SSAD, and Emergency Assistance Programs.
Correspondence

New Employment First Timesheets (New)

With this release, a New Employment First timesheets (Education Verification Timesheet, Community Service/Work Experience Timesheet, Daily Job Search Timesheet) will be available for local print in the EF Detail Program Case correspondence create function.

The Timesheet Types that are available to select include:

- Education Verification Timesheet
- Daily Job Service Timesheet
- Community Service/Work Experience Timesheet

Note: These timesheets will include the new barcode in the lower right corner. Examples of this new correspondence can be seen on the following pages.
Nebraska Department of Health & Human Services
Weekly Time Sheet (Effective 08/01/2009)
The participant and site supervisor must verify information, sign and date.
Please forward the completed form to the Employment First Case Manager no later than every

Participant
Name: ARMAND CICCOLA
MCS: 00000049
Week of: __________________________

<table>
<thead>
<tr>
<th>Day</th>
<th>Date</th>
<th>Time In</th>
<th>Time Out</th>
<th>*Total Hrs</th>
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<td>Sunday</td>
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*Please round to the nearest quarter hour.

Total Hours: __________________________

Site Supervisor
Name: __________________________
Phone #: __________________________ Ext: __________
Website: __________________________

Progress

☐ Community Service
☐ Work Experience

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<tr>
<th>Attendance</th>
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<tr>
<td>Cooperation</td>
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<tr>
<td>Follows Direction</td>
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<tr>
<td>Job Knowledge</td>
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Please use the following scale:
S = Satisfactory
N = Need Improvement
P = Progressing

Participant Signature: __________________________ Date: __________________________
Supervisor Signature: __________________________ Date: __________________________

Supervisor Signature indicates the supervisor has verified the accuracy of the hours worked.
The employee will be credited for hours worked, as listed on this timesheet.

Return this completed form to your EF worker, or fax to (402) 742-2351.
**Nebraska Department of Health and Human Services**

**Employment First - Daily Job Search TimeSheet**

**Date:**

**Participant Name:** ARMAND CICCOLA

**Company Name:**

**Address:**

**Company Phone:**

**Position:**

**Action:** A R I

**Time Spent:** 1/2 Hour

**Hours:**

**Office Use Only:**

**[ ] Online Application:**

**Application #**

**or Monitor Initial**

**Company Name:**

**Address:**

**Company Phone:**

**Position:**

**Action:** A R I

**Time Spent:** 1/2 Hour

**Hours:**

**Office Use Only:**

**[ ] Online Application:**

**Application #**

**or Monitor Initial**

**Company Name:**

**Address:**

**Company Phone:**

**Position:**

**Action:** A R I

**Time Spent:** 1/2 Hour

**Hours:**

**Office Use Only:**

**[ ] Online Application:**

**Application #**

**or Monitor Initial**

**Company Name:**

**Address:**

**Company Phone:**

**Position:**

**Action:** A R I

**Time Spent:** 1/2 Hour

**Hours:**

**Office Use Only:**

**[ ] Online Application:**

**Application #**

**or Monitor Initial**

**Participant Signature:**

**Date:**

Action Taken Key: A = Submitted Application; R = Submitted Resume; I = Interview

Return this completed form to your EF worker, or fax to (402)742-2551.

Daily Job Search Timesheet FJ / 40654352
# Education Verification Sheet

All data is required to be complete on this time record.

**Participant:** ARMAND CICCOLA  
**MC#: 00009049**  
**Week of:**

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Hours</th>
<th>Instructor/Monitor Signature</th>
<th>Online: “Y”</th>
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**Total Class Hours**

**Total Unsupervised Study Time**

**Supervised Study Time**

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<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Hours</th>
<th>Monitor Signature</th>
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**Total Supervised Study Time**

**Total Hours**

**Participant Signature**

**Date:**

Return this completed form to your EF worker, or fax to (402)742-2351.
List Correspondence Window (Change)

On the List Correspondence window, the Update Comment action will only be available for Expert System Notices of Eligibility with a status of Created.

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Expert System

Child Care 7% Budget (Change)

Effective January 1, 2019, Child Care Family Fee will no longer be determined by the number of participating children. The family fee will be determined based on 7% of total Net income. There are no changes to income limits, however, family fees will increase for some families. Family fees are no longer broken up as per child and will be one fee for the family, regardless of the number of children receiving Child Care.

To view the Family Fee, navigate to the Benefit Summary page and double click on the Family Fee line.
The CC Sliding Fee Family Fee Detail window will display.

**Note:** The benefit summary will no longer show ‘First Child’ and ‘Additional Child’. No changes to NOA or authorizations since these only show the total CC family fee.
**Child Care Budget End Date (Fix)**

Currently when workers Pend a Child Care Renewal Application and choose to run the last month of the current eligibility period, the Child Care End Date was being erased. With this release, the Budget End Date will remain and the budget will be prevented from continuing into the new eligibility period before the budget is made active for the new eligibility period.

**Homeless Deduction (Change)**

SNAP policy identified that when a shelter expense of “Homeless Shelter Costs” was included for a SNAP household, the expense was not being handled correctly and a logic change was requested.

Budgeting logic runs a comparison of the Total Shelter Costs minus the Excess Shelter Deduction. (The Total Shelter Costs will include all entered shelter expenses (rent, mortgage, homeless shelter costs, etc.). If Total Shelter Costs is greater than the Excess Shelter Deduction, the resulting Net Shelter Deduction is allowed (See example #1).

**Example #1**

$288 Monthly Household Income  
$200 Rent (only shelter expense)

![SNAP Shelter Deduction Detail for 12/2017](image)

New logic comes in if the SNAP household has a current shelter expense instance of “Homeless Shelter Costs”.

A household who has a current instance of “Homeless Shelter Costs” will then have the Net Shelter Deduction amount compared against the Standard Homeless Shelter Deduction amount.
(currently $143). The greater of the 2 amounts will be the Allowed Shelter Deduction. (See Examples #2 and #3 below.)

**Example #2:**

Net Shelter Cost (which included a Homeless Shelter Cost expense), was greater than the Standard Homeless Shelter Deduction amount

$288 Monthly Household Income  
$200 Homeless Shelter Cost (only shelter expense)

![Image](image.png)

The greater of these amounts is used as the Allowed Shelter Deduction

**Example #3:**

Net Shelter Costs (which included a Homeless Shelter Cost expense), was less than the Standard Homeless Shelter Deduction amount

$900 Monthly Household Income  
$200 Homeless Shelter Cost (only shelter expense)
SNAP Reinstatement (Change)

New Reinstatement Timeframe:

Prior to this release, if a SNAP program case was closed, reinstatement was possible for the month of closure as long as action was being taken within the calendar month that the SNAP case had been closed for. SNAP policy has received clarification and requested a change to this logic.

Effective with this release, the timeframe during which a closed SNAP program case will be able to be reinstated has been changed to **30 days** from the beginning of the month of closure. The new reinstatement timeframe logic is outlined below:

- If the case was closed for a 30-day month, there is no change to the logic and reinstatement option will be available for the entire calendar month.

- If the case was closed for a month that has 31 days, the reinstatement will only be available on days 1-30, but not on the 31st of the month.

- If the case was closed for February (28 days), then the reinstatement option will be available through March 2 (*For years with a 29-day February, reinstatement available through March 1*).

SNAP Reinstatement Following Closure for Failure to Provide (Change)

If a SNAP program case was closed for reason “Failure to Provide” the option to do a reinstatement was not allowed for that program. SNAP policy has requested to have logic changed to now allow a SNAP case which was closed for reason “Failure to Provide” to be reinstated, as long as the action is being taken within the new 30-day timeframe, as mentioned above.
LIHEAP (Change)

With this release, LIHEAP tasks, Case information and Account/Provider Information functions have been combined into a single window, and a new window will display for add/update and close provider actions.

Functionality of the new window will be the same as before.

**Note:** Dwelling Type update will be mandatory for activating the OK button.

The following window will display when either the Update Provider or Close Provider buttons are selected. The provider information is documented in this pop up window.
Case Info/Prov Task

- **Add Button**: The Add button only enables for new pending LIHEAP cases. The Add button will not enable for pending reopen case.
- **Update button**: The Update button allows for adding/updating case information, and adding heating/cooling provider information, updating current provider information, closing current provider information.
- **Delete Button**: The Delete button allows for removing case and provider information in cases with no completed budgets.
Note: Choosing the Add or Update button displays the combined Case information and Account/Provider Information window.

- Dwelling Type Drop Down Field: This field is required to enable OK button.
- Fuel Type Drop Down Field: This field is required to complete a LIHEAP budget, and to add providers.
- Pay Provider Field: This field is required. Answer Yes or No.
  - If Yes, a provider must be added to Provider Information.
  - If No, provider information is not required, but may be entered.
- Included In Rent Field: This field is only selected when the information has been verified.
- Non-Participating Provider Field: This field is only required when the information has been verified.

Note: Checking the Non-Participating Provider Field box defaults to Pay Provider No, and disables the Pay Provider function from further update.

When the Provider Information field is empty both Add Heating Provider and Add Cooling Provider buttons are enabled.

When the Provider Information field is populated, and only one provider type (either heating or cooling) is displayed, the add button for the missing provider type is enabled.

When the Provider Information field is populated, highlighting a provider in the field enables the Update Provider and Close Provider buttons.
Selecting either Add Provider button will display the Organization window. When a provider has been selected, an Account Information window will display. It displays the organization information. The worker enters the Account Name, the Account Number, and the Begin Date (End Date is not enabled).

The following window will display when either the Add Heating Provider or Add Cooling/Provider buttons are selected. The provider information is documented in this pop up window.
- **Update Provider Button**: Selecting this button will also display the Account Information window.
  - The worker may update the Account Name, the Account Number, and the Begin Date (End Date is not enabled).
- **Close Provider Button**: Select this button will display the Account Information window.
  - The worker may enter only the End Date (the Account Name, the Account Number, and the Begin Date are not enabled).

The following window will display when the Update Provider button is selected. The provider information is documented in this pop up window.
The following window will display when the Close Provider button is selected. The End Date field is the only enabled field in this pop up window.

![Add New LIHEAP Provider Account Information]

![Update LIHEAP Provider Account Information]
New Address Added to Master Case

When a new address is added to a Master Case with an active LIHEAP case, the following will occur:

- A Red X will display in the LIHEAP Case Information/Provider Information task in NFOCUS.

- A READ ME window will display when the task is opened, advising the worker to review the address update for correct dwelling type, and update the Dwelling Type in Case Information as appropriate (currently PE or CL cases will not display a red x).
A Red X will also display in new LIHEAP cases, and a Read Me tab will display to remind workers to enter case information.
Pending ADC Following Ineligible Month (Change)

When a household reapplies for ADC, following ineligible months due to Overpayment/Sanctions, NFOCUS will look at the application as an initial application and create a new eligibility period.

The worker will be expected to Pend the correct month for ADC in order for NFOCUS to determine the correct eligibility period.

Rent and Lot Rent Split in Expenses (Change)

With this release, the Housing Expense Type of Rent and Lot Rent will be split on the Add Expense screen for Economic Assistance.

This information is entered by following these steps:


The Add Expense screen will display.

2. Highlight the appropriate person.
3. Select the Category of Housing.
4. Select the Type of either Lot Rent or Rent.
5. Enter the fields as appropriate.
6. Click OK or Next.