
N-FOCUS Interim Release

Combined All Divisions

January 7, 2024

An Interim Release of the N-FOCUS System is being implemented January 7, 2024. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections and addresses all the Divisions, MLTC, EA, CFS and DD.

General Interest and Mainframe Topics: All N-FOCUS users should read this section.

ACCESSNebraska: N-FOCUS workers responsible for case activity received through the Web Based Electronic Application should read this section.

Expert System: All N-FOCUS workers with responsibilities for case entry for AABD, ADA Payment SNAP, LIHEAP, LIHWAP, CC, FL, MED, 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 may be documented in both the primary location that describes the entire process in addition to being in the Alerts, Work Tasks and Correspondence sections.

Interfaces, Document Imaging and N-FOCUS Tips sections will be added as appropriate for the release.

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General Interest and Mainframe

CFS – SDM Intake Screening Window (Update)

The Intake Notification button has been replaced with A/N Factors on the SDM Intake Screening window.

N-FOCUS - SDM Intake Screening

File Actions Go To Help

Intake Name HENRY HIPPO Intake Number 1417 UPDATE
Intake Type Child Abuse/Neglect Received Date 12-21-2023

Screening Detail

Initial Screening Decision Accept Prescreening Screening Response Priority
Final Screening Decision Accept Overrides Alternative Response
Cross Report Required NO A/N Factors Rescreen

Vulnerable Adult Status

Does the report involve an alleged victim who may be a vulnerable adult? No

CFS - Allegation Finding (Update)

The allegation finding of LE Agency Declined (LE – Law Enforcement) has been changed to LE Only with this release. Any current Allegation findings of LE Agency Declined will now read LE Only.

N-FOCUS - List Allegation

File Actions View Goto Help

| Alleged Perpetrator | Area Type | Alleged Victim | Intake Number | Finding | Finding Date |
|---------------------|----------------|----------------|---------------|---------|--------------|
| HARRY POTTER | C SEXUAL ABUSE | JAMES POTTER | 1418 | LE ONLY | 12-26-2023 |
| HARRY POTTER | C SEXUAL ABUSE | ALBUS POTTER | 1418 | | |

Interfaces

MLTC – Verify Lawful Presence (VLP)

VLP has been updated from version 37 to version 37.1 with the following changes:

- Inflight Cases - situations when a VLP request may need to be submitted after implementing to v37.1.
- Closing VLP Requests - situations when VLP request is permitted to be closed.
- Duplicate Case Logic – situations when HUB will flag a VLP request as a duplicate.
- Additional Error Info Push Button - information only push button to provide more detailed description of various error codes.

Inflight Cases

An Inflight Case is a VLP request that was initiated prior to implementation of v37.1 and has not reached final case resolution after implementation of v37.1. In other words, the VLP request originated as v37, but the final resolution was received as v37.1.

VLP requests that haven't reached final resolution upon v37.1 response will need to be closed then submit new VLP. N-FOCUS will identify Inflight VLP requests.

Workers will be notified with an Agency Action description **"Inflight case. Close case then resubmit request."**

The screenshot shows the N-FOCUS interface for a Verify Lawful Presence Request/Response. The 'Case Person' section shows Name: STERLING WIGFALLZ, SSN: 000-11-3236, SEX: MALE, Birth Date: 11-01-1991. The 'Request Information' table lists three requests:

| Created On | Determine As of | Document Type | Alien Nbr | I-94 Nbr |
|---------------------|-----------------|--------------------------------|-------------|----------|
| 10/19/2023 18:20:36 | 10/19/2023 | SYSTEM GENERATED - STEP 2 REQ | | |
| 10/19/2023 14:15:22 | | | 60060041045 | |
| 10/19/2023 14:13:00 | 10/19/2023 | L94 (Arrival/Departure Record) | 60060041045 | |

The 'Response Information' section shows the following status:

- Lawful Presence Verified: YES
- Qualified Non Citizen: YES
- Five Year Bar Applicable: PENDING
- Five Year Bar Met: PENDING
- US Citizen: N/A

The 'Agency Action' field is highlighted with a red box and contains the text: **Inflight case. Close case then resubmit request.**

Closing VLP Requests

Workers will no longer be able to close a Step 2 or Step 3 request until the Step 2 or Step 3 response is received and if the response received is not "DHS Continues to Process" message.

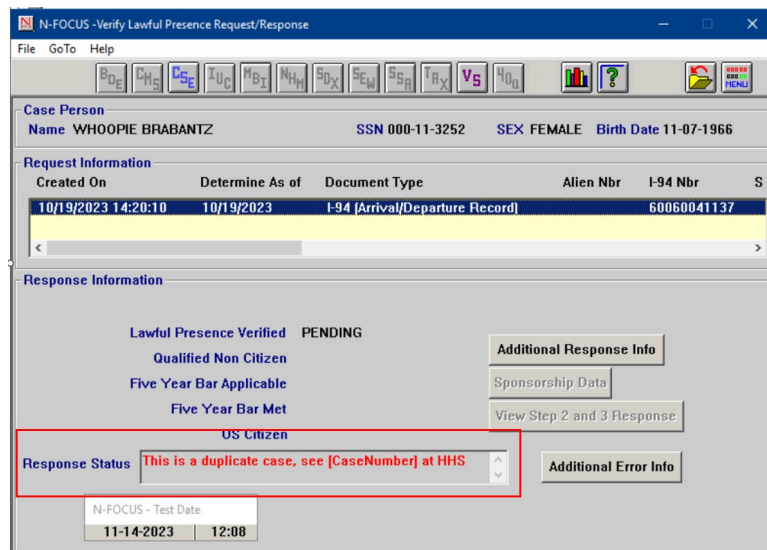
Duplicate Case Logic

A duplicate case is when more than one open VLP requests exist for the same person. HUB implemented new rules to prevent duplicate VLP requests if an open VLP request already exists. If HUB identifies a VLP request as a duplicate, HUB will respond to the duplicate request with Error Code description **"This is a duplicate case, see {caseNumber} at {departmentName}. Duplicate case will be closed. Wait for original case resolution."**

The Worker will have to wait for a VLP response from the original VLP request, then close that request if wanting to submit a new VLP request.

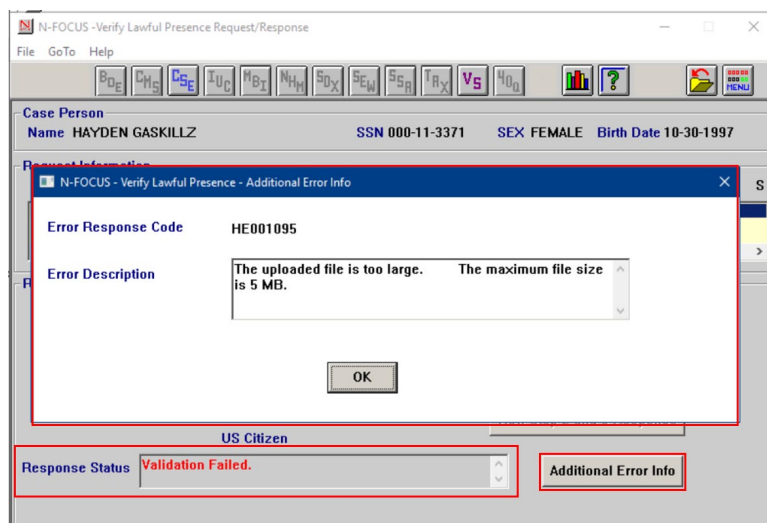
VLP Request is considered duplicate if:

1. The submitting agency, applicant's first name, last name, date of birth, and benefit(s) submitted for are identical to those in the original case,
2. One of the immigration enumerators (Naturalization Number, Receipt Number, Citizenship Number, Passport Number, Alien Number, Visa Number, I94 Number, SEVIS ID) is identical to one in the original case,
3. None of the immigration enumerators have conflicting values, **and**
4. The original case is still open.



Additional Error Info Push Button

The Additional Error Info push button has been added to provide more detailed description of various error codes.



EA & MLTC - IUC Interface (Update)

With this release, we are receiving IUC disqualification reason code of Percent Reduction. This information will display in the IUC Disqual/Adj window.

The screenshot shows two windows from the N-FOCUS system. The left window, titled "N-FOCUS - IUC List", displays case information for BUDDY ELF (SSN 605-12-0077, Sex MALE, Birth Date 12-03-1990). It includes a table of entitlement periods:

| Entitlement Begin | Filed | N-FOCUS Processed | Reopened |
|-------------------|------------|-------------------|----------|
| 09-03-2022 | 03-27-2023 | 12-18-2023 | |
| 08-03-2022 | 02-27-2023 | 10-16-2023 | |
| 12-03-2021 | 06-27-2022 | 02-16-2023 | |

The right window, titled "N-FOCUS - IUC Disqual/Adj", shows disqualification details. The "Reissued Check" section has "DOL Resolved Overpayment Issue. Check Issued" selected. The "Disqualification Period/Issue" section shows "Percent Reduction" as the reason code. The "Child Spousal Support" section shows "Withholding" and "Dependents 00". The "Overpayment" section has a date field and a balance owing field.

Expert System

EA – Remove LIHWAP from Expert System (Update)

LIHWAP program funds were depleted. Due to this, LIHWAP has been removed as an option to select when running LIHEAP budgets. **Workers can still view prior Water Budgets that have been process however you cannot create a new Water Budget.** Water will no longer be an option under the Request Type field.

The screenshot shows the "NFOCUS - Navigator" interface. The left sidebar lists various menu items, including "LIHEAP". The main window displays a table with columns: LAST NAME, FIRST NAME, PROGRAM, PC NUMBER, Request Date, Type, Fuel Type, Repair Type, Water Type, Req/Bill Amt, and Status. The "Add LIHEAP Assistance Request" dialog box is open, showing the following information:

- LIHEAP Program Case: MAX, MILLY, 85762605
- Request Date: 01-03-2024
- Request / Bill Amount: 100.00
- Request Type: A dropdown menu with options CRISIS, DEPOSIT, and REPAIR. The "REPAIR" option is highlighted.

Historical Water budgets will still display on the History Tab.

The screenshot shows the NFOCUS - Navigator application window. The title bar indicates the user is 'MILLY MAX' with ID '135'. The interface includes a menu bar (File, Actions, View, Goto, Help), a toolbar, and a left-hand navigation tree. The tree is expanded to 'LIHEAP Budgeting'. The main window displays a table with the following data:

| LAST NAME | FIRST NAME | PROGRAM | PC NUMBER |
|-----------|---------------|----------|--------------|
| Type | Decision Date | Status | Amt Approved |
| MAX | MILLY | LIHEAP | 85762605 |
| CRISIS | 12-16-2019 | Approved | 120.00 |
| MAX | MILLY | LIHEAP | 47909814 |
| WATER | 06-08-2022 | Denied | 0.00 |

The row containing 'MAX', 'MILLY', 'LIHEAP', and '47909814' is highlighted with a red border. At the bottom of the window, there are tabs for 'Tasks', 'Notices', 'Current', 'History', and 'Summary'. The 'History' tab is currently selected and highlighted with a red border. There are also 'Details' and 'Help' buttons at the bottom right of the main window area.