
NFOCUS Major Release

Economic Assistance

August 7, 2022

A Major Release of the NFOCUS System is being implemented August 7, 2022. 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.

ACCESSNebraska: NFOCUS workers responsible for case activity received through the ACCESSNebraska website should read this section.

Home and Community Based Services: NFOCUS workers who work directly with DD/AD Waiver 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 Home and Community Based Services Programs.

Expert System: All NFOCUS workers with responsibilities for case entry for AABD, AD Payment SNAP, LIHEAP, LIHWAP, CC, CFS, MED, etc. 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 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 NFOCUS Tips sections will be added as appropriate for the release.

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General Interest and Mainframe

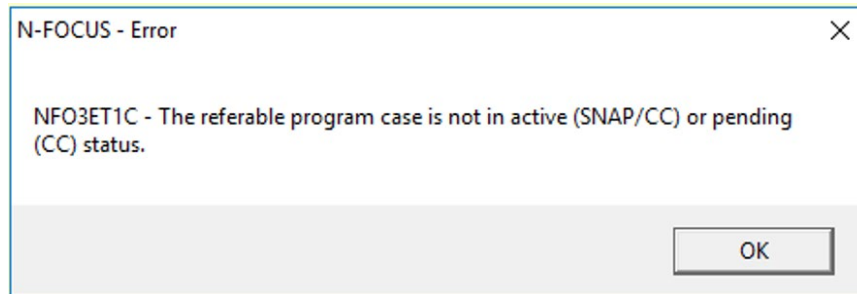
Child Care Change Mode (Fix)

Workers will be able to assign Child Care (CC) to the Economic Assistance (EA) Process Queue when they are pending the review application for CC. Workers are expected to tie the application to the CC Program, either in the mainframe or while pending the CC program.

NFOCUS CHARTS Referral – (Fix)

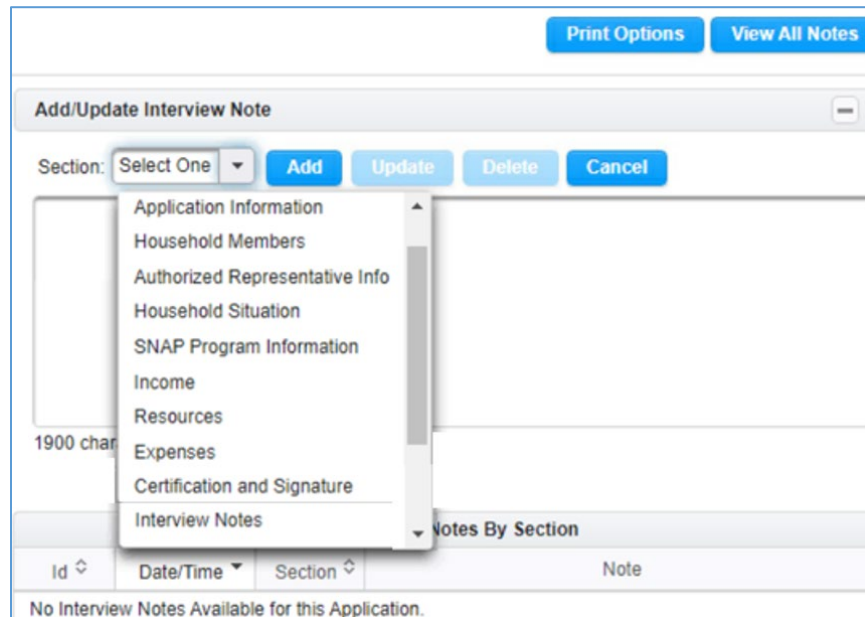
In the August 2021 release, a fix was put in place to prohibit CHARTS referrals from being sent for pending SNAP cases. However, some pending SNAP referrals were still being sent. This issue is being corrected for this release.

N-FOCUS will not allow a referral if SNAP is in pending or closed status. The program must be in active status. The following error message will display if SNAP is pending:



Disaster SNAP Application (Update)

Disaster SNAP Applications in NFOCUS now allow workers to add comments. This new feature is available in English only and allows workers to insert notes specific to the application sections shown below:



Just like the current Economic Assistance E-app feature, workers have the option to Update or Delete comments:

[Print Options](#) [View All Notes](#)

Add/Update Interview Note -

Section: Application Information ▼ [Add](#) [Update](#) [Delete](#) [Cancel](#)


Test

1896 characters remaining.

All Interview Notes By Section

Id	Date/Time	Section	Note
DSSZ921	07-11-2022 10:50:31 AM	APLCNT	Test
DSSZ921	07-11-2022 10:50:27 AM	HHMEMB	Test

And there is the option to print with or without notes:



Print Options

English

Unprotected

[With out Interview Notes](#)

[With Interview Notes](#)

Interface

VSTAT Death Window (Update)

VSTAT will be providing DHHS with the ICD10, primary cause of death, code. This is added to the VSTAT death window and will consist of four-digit code. This is being provided for workers in the Developmental Disability department and they will use <https://www.cms.gov/medicare-coverage-database/search.aspx> to determine what the code represents.

Certificate Number	11149 2005
Interface Received Date	06-02-2022
Deceased	
Name	ANNIE INTERFACE
SSN:	173-33-3333
Sex	F
Birth Date	11-30-1913
Date of Death	10-06-2005
Place of Death	HASTINGS, NE (ADAMS COUNTY)
Manner of Death	Natural
Marital Status	Widowed
Spouse's Name	ROBERT H HUNZEKER
Work Related Injury	N
Autopsy Performed	N
Method of Disposition	Burial
Cause of Death	
ACUTE HYPOXIC RESPIRATORY FAILURE	
Primary Cause of Death	
I350	
Informant	
Name	PAUL G NUSS
Funeral Home	
Name	SUTTON MEMORIAL CHAPEL-SUTTON-804 S. SAUNDERS
Address	804 S. SAUNDERS AVE. SUTTON, NE 68979

ACCESSNebraska

Emergency Assistance (New)

The Emergency Assistance (EA) program has been added to ACCESSNebraska menus and Client Benefit Inquiry.

The EA program has been added to the program list under the following menus:

- ACCESSNebraska Application menu
- Change Report menu
- Client Benefit Inquiry menu

Screen prints on the following page.

Official Nebraska Government Website

ACCESS Nebraska

NEBRASKA
Good Life. Great Mission.

07/11/2022 Test Dt: 07/11/2022 12:00 PM Test DB: DSSADSE

Welcome to ACCESSNebraska Application

The Department of Health and Human Services (DHHS) application process for new, review and recertification applications includes the following:

- Application: To complete an application for benefits select Continue below.
- Interview: Interviews are required for most programs. They are scheduled on receipt of the application. You can call and complete an interview the next business day after the submission of your application.
- Verification: Documents needed to verify certain information on the application such as Identity, Expenses, Resources (Assets) and Income can be submitted by using the Submit Documents link that appears after the application has been completed.

Applications are accepted electronically for the following programs:

- Aid to Dependent Children (ADC)
- Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)
- Refugee Resettlement Program (RRP)
- State Disability Program (SDP)
- Supplemental Nutrition Assistance Program (SNAP) - formerly known as Food Stamps
- Low Income Home Energy Assistance Program (LIHEAP)
- Child Care
- Social Services for Aged and Disabled Adults (SSAD)
- Social Services for Families, Children, and Youth (SSCF)
- **Emergency Assistance (EA)**
- Low Income Household Water Assistance Program (LIHWAP)

If the program you are interested in applying for is not listed, please contact a DHHS office. A list is available by using the Contact Us link below.

Official Nebraska Government Website

ACCESS Nebraska

NEBRASKA
Good Life. Great Mission.

07/11/2022 Test Dt: 07/11/2022 12:00 PM Test DB: DSSADSE

Report Changes

Options

Welcome to ACCESSNebraska Change Reporting

If your household is currently receiving benefits, you can use this Change Report to submit changes for the following programs:

- Aid to Dependent Children (ADC)
- Supplemental Nutrition Assistance Program (SNAP)
- Low Income Home Energy Assistance Program (LIHEAP)
- Assistance to the Aged, Blind, or Disabled Payment (AABD/PMT)
- Refugee Resettlement Program (RRP)
- Developmental Disabilities Program (DD)
- Medicaid (MED)
- Children's Health Insurance Program (CHIP)
- Child Care (CC)
- Social Services for Aged and Disabled Adults (SSAD)
- Social Services for Families, Children, and Youth (SSCF)
- **Emergency Assistance (EA)**
- Low Income Household Water Assistance Program (LIHWAP)

If you are not currently receiving benefits, you will need to file a new application.

Official Nebraska Government Website

ACCESS Nebraska

NEBRASKA
Good Life. Great Mission.

You have logged in as nfdobeleoncuero Test Dt: 07/11/2022 12:00 PM Test DB: DSSADSE

Benefits Inquiry

Options

Benefit Inquiry Home

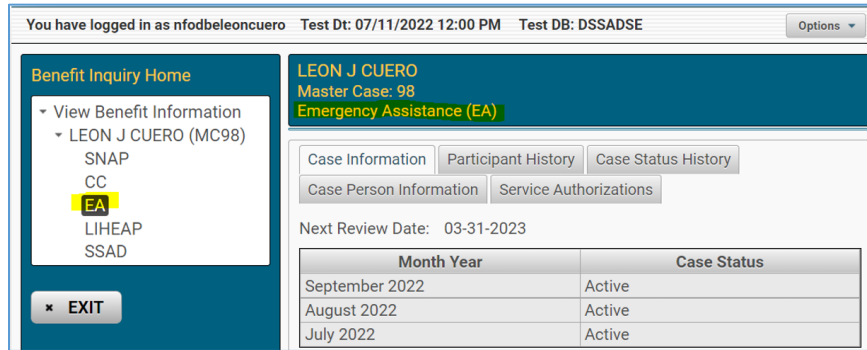
View Benefit Information

EXIT

Client Benefit Inquiry provides information about DHHS programs that you have applied for and/or DHHS programs for which you are receiving benefits. These programs include:

- Aid for Dependent Children (ADC)
- Supplemental Nutrition Assistance Program (SNAP)
- Child Care (CC)
- Low Income Home Energy Assistance Program (LIHEAP)
- Assistance for Aged, Blind and Disabled Payment (AABD/PMT)
- Social Service Aged and Disabled (SSAD)
- Medicaid (MED)
- Developmental Disabilities Services (DD)
- **Emergency Assistance (EA)**
- Low Income Household Water Assistance Program (LIHWAP)

In addition to the Client Benefit Inquiry menu, EA has been added to the View Benefit Information section. From here, the client can view Case Information, Participant History, Case Status History, Case Person Information, and Service Authorizations*.



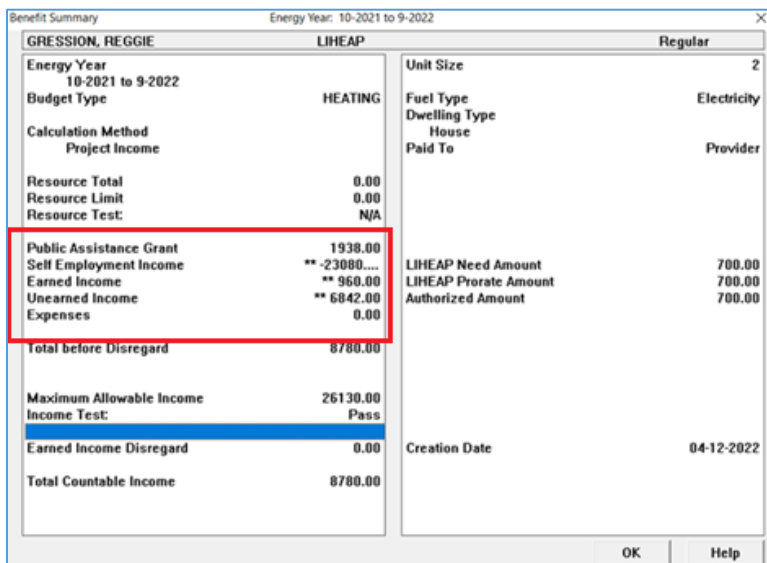
Currently, the Service Authorizations tab will only display service authorizations that are paid to an approved N-FOCUS provider. If a client **only has service authorizations paid to them, these will not appear here. If a client has a service authorization that is paid to an N-FOCUS provider and another authorization that is paid to them, these will all appear here. A fix has been requested and will deploy at a later date.*

Expert System

Benefit Summary (Update)

After workers budget an EA program and are reviewing the budget, they may notice a ** next to Income, Housing Cost, and/or Unearned Income. The asterisk is to notify the worker that the current budget does not match the prior budget. Workers will need to review the change if they were not expecting an asterisk.

Note: If the income and asterisk take up too many character spaces then the Income will drop off with ..., workers will need to click that row and determine if the Income is correct. This is only visible in the Budget Review window in Expert. It is not currently visible in the Benefit Summary window in the Mainframe.



LIHEAP Mandatory Pay Client Reason (Update)

Logic within the "Update LIHEAP Heating and Cooling Case Information and Provider" window to **require** the user to select the applicable reason that any payments for that utility type (heating or cooling) are not being made to the provider. If *Pay Provider* for the utility type is marked as "No", then the worker will need to select the reason that the provider is not to be paid from the two options ('Included in Rent' or 'Non-participating Provider') to allow the updates to be saved.

****Note:** *In the example below, a reason needs to be selected for both the Heating and the Cooling utility provider as both are marked as Pay Provider 'No'.*

Update LIHEAP Heating & Cooling Case Information and Provider

Last Name	First Name	Pgm Case Num	Pgm Begin Dte
JJJ	J	59714457	06-01-2022

Case Information

Dwelling Type: House

Physical Address: 365 S 2 WALK LINCOLN NE 68512

Current Saved Dwelling Type: House

Heating Fuel Type: Propane

Cooling Fuel Type: Electricity

Change Date: 06-23-2022

Pay Provider

Heating: Yes No

Cooling: Yes No

Included in Rent

Non-participating Provider

Provider Information

Type	Fuel Type	Current Provider	Acct Num	Begin Date	End Date
Heating	Propane	ALL UTILITIES	jjjj	06-01-2022	
Cooling	Electricity	ALL UTILITIES	jjjj	06-01-2022	

Buttons: Add HeatingProvider, Add CoolingProvider, Update Provider, Close Provider

Provider History

Type	Fuel Type	Provider	Acct Num	Begin Date	End Date
------	-----------	----------	----------	------------	----------

Buttons: OK, Cancel, Help

Complete Heating Case Info & Provider Information

If either 'Pay Provider' instance is marked as "No" and the user attempts to save without selecting a reason that the provider is not to be paid for that utility type (Heating or Cooling), they will be presented with the Message box shown below. Click 'OK' to return to the "Update LIHEAP Heating and Cooling Case Information and Provider" to either select the appropriate reason or cancel from the window without saving any changes made.

Message!

If Pay Provider is NO, Cooling Included in Rent or Non-Participating Provider must be chosen Please select a reason to pay client.

OK

Automatic SUA Expense if Qualifying LIHEAP Budget is Authorized (Change)

Logic change has been made which will automatically enter a SUA (Standard Utility Allowance) expense to the expense tab in Expert system when a LIHEAP payment (non-LIHWAP) of \$20.00 or greater per LIHEAP household member is approved and there is not a current SUA listed for a participant in the SNAP program case.

The SUA begin date will be the month following the month LIHEAP payment was approved. *In the example screenshots that follow, SNAP and LIHEAP were both processed on 8/7/2022 with no shelter expenses entered by the worker.*

8/2022 SNAP Budget

Benefit Summary		Begin Date: 8-2022	
JOSENAL, JOHN		SNAP	Regular
Certification Period:		Unit Size	1
08-01-2022 - 01-31-2023		Medical Deduction	0.00
Simplified Reporting		Child Care Subsidy Pgm Fee	0.00
Expanded Resource Pgm		Dependent Care Deduction	0.00
Resource Total	0.00	Child Support Deduction	0.00
Resource Limit	25000.00	Housing Costs	0.00
Resource Test:	Pass	Utility Costs	0.00
Public Assistance Grant	0.00	Total Shelter Costs	0.00
Unearned Income	0.00	Shelter Deduction	0.00
Earned Income	500.00	Net Adjusted Income	223.00
Self Employment Income	0.00	Net Income Limit	1074.00
Farm Loss	-0.00	Net Income Test:	Pass
Total Gross Income	500.00	Allotment Amount	183.00
Gross Income Limit	1771.00	Prorated Allotment Amount	0.00
Gross Income Test:	Pass	Allotment Reduction Amount	0.00
Earned Income Deduction	100.00	Recoupment Amount	0.00
Standard Deduction	177.00	Offset Amount	0.00
Net Income Before Expense		Overpayment Amount	0.00
Deductions	223.00	Authorized Amount	183.00
		Creation Date	08-07-2022

After the 8/2022 SNAP budget was authorized on 8/7, a LIHEAP budget was also authorized. Upon approval of the LIHEAP budget, this new logic generates a new SUA (Standard Utility Allowance) expense with a begin date set as 9/1/2022

The SUA begin date will be set to the month following the month LIHEAP payment was approved. Our LIHEAP authorization on 8/7/2022 results in the begin date for the new SUA expense being set to 9/1/2022.

Expense Details X

Owner:

JOSENAL	JOHN	01-01-1995
---------	------	------------

Expense:

Standard Utility Allowance	System LIHEAP Payment
----------------------------	-----------------------

Amount	Miles/Days	Frequency	Begin Date	End Date	Verified
		Monthly	09-01-2022		Y

***Note:** The SUA description will show as "System LIHEAP Payment" as shown above. Also, if there is already a SUA expense listed for a person in the SNAP case, no action will be taken.

If a SUA expense is auto generated, a pop-up (see below) will appear after the LIHEAP budgeting indicating to the worker to process the SNAP budget to pull the SUA into the budget. SNAP budgeting will then be **Red X** for mandatory processing.

Run SNAP Budgeting Message!

LIHEAP payment has been authorized and SUA Expense has been created. Please rerun SNAP budgeting in order to include the SUA Expense.

Running a new SNAP budget for the month in which the SUA begin date falls will result in the benefit summary for that month now reflecting the new SUA expense value.

Our example case now shows the generated SUA expense in the 9/2022 budget and is reflected as a change from the prior month's budget.

9/2022 SNAP Budget

JOSENAL, JOHN		SNAP	Regular
Certification Period: 08-01-2022 - 01-31-2023			Unit Size 1
Simplified Reporting			Medical Deduction 0.00
Expanded Resource Pgm			Child Care Subsidy Pgm Fee 0.00
Resource Total	0.00		Dependent Care Deduction 0.00
Resource Limit	25000.00		Child Support Deduction 0.00
Resource Test:	Pass		Housing Costs 0.00
			Utility Costs 511.00
Public Assistance Grant	0.00		Total Shelter Costs ** 511.00
Unearned Income	0.00		Shelter Deduction 399.50
Earned Income	500.00		Net Adjusted Income 0.00
Self Employment Income	0.00		Net Income Limit 1074.00
Farm Loss	-0.00		Net Income Test: Pass
Total Gross Income	500.00		Allotment Amount 250.00
Gross Income Limit	1771.00		Prorated Allotment Amount 0.00
Gross Income Test:	Pass		Allotment Reduction Amount 0.00
Earned Income Deduction	100.00		Recoupment Amount 0.00
Standard Deduction	177.00		Offset Amount 0.00
Net Income Before Expense			Overpayment Amount 0.00
Deductions	223.00		Authorized Amount 250.00
			Creation Date 08-07-2022

Housing Type for LIHWAP Assistance Requests (New)

A new required entry field has been added to LIHWAP assistance requests to meet federal reporting requirements. The new 'LIHWAP Housing Type:' field will require the worker to select from the dropdown listing type when a LIHWAP assistance request is entered and before the budget can be run for the LIHWAP request. The housing types included on the selection list are:

- Own
- Rent with utilities billed separately
- Rent with utilities in rental fee
- Other
- Unknow/Not Reported

See screen-prints on the following page.

Window Prior to release

Add LIHEAP Assistance Request

LIHEAP Program Case:
LINCOLN ABE 38473051

Request Date: 06-24-2022

Request Amount: 136.28

Request Type:
WATER

LIHWAP Service Type:

OK Cancel Help

New Field added with the Release

Add LIHEAP Assistance Request

LIHEAP Program Case:
MAX MILLY 47909814

Request Date: 06-24-2022

Request Amount: 128.64

Request Type:
WATER

LIHWAP Service Type:

LIHWAP Housing Type:

OK Cancel Help

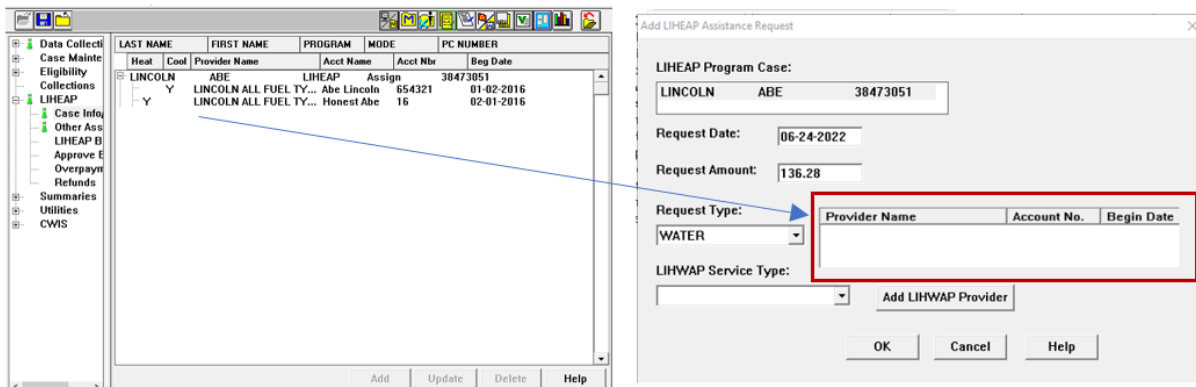
Note: The new field will only display when the Other Assistance Request Type is 'Water'.

LIHWAP Provider (Update)

Prior to the release, if a LIHEAP case had a Heating or Cooling provider entered who also provided water or wastewater services, when a LIHWAP assistance request was entered, the already existing provider who provides Water service was not able to be selected without adding a new LIHWAP provider.

Example #1 (Prior to release):

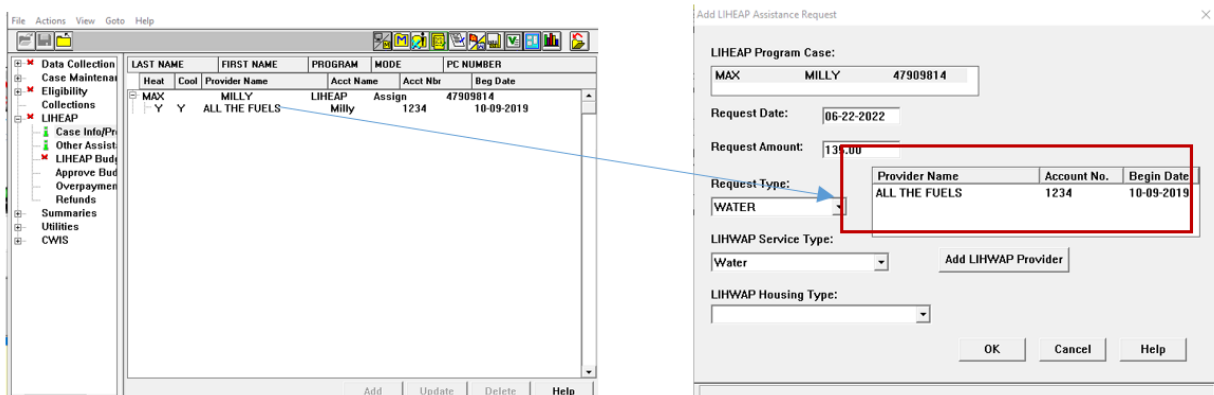
This case has provider "LINCOLN ALL FUEL TYPES" entered for heating and cooling provider. LINCOLN ALL FUEL TYPES organization also has Water as a valid 'fuel type', but it did not show up in the available LIHWAP provider listing.



Logic has been updated which will now present any current Heating or Cooling provider in the LIHEAP program case that has a fuel type of water or wastewater in the list of current providers on the LIHEAP Assistance Request window when a request type of 'Water' is being entered.

Example #2 (After release):

*The case has provider "ALL THE FUELS" entered for heating and cooling provider. ALL THE FUELS organization also has Water as a valid 'fuel type'. The new logic now pulls ALL THE FUELS in the provider list. ***



****Note:** *If neither the heating or cooling provider is the provider of water or wastewater for the household, the user will need to enter a new LIHWAP provider by using the 'Add LIHWAP Provider' button.*

Budgeting - Income Calculation: Bring All Instances of Earned Income Used in Failing ADC Income Calculation into TMA-G Budgeting (Fix)

A situation was identified in the calculation of earned income in a first month of TMA-G budget was not including the same earned income instances as were used in the failing ADC budget for that same month.

Income calculation was presenting all earned income sources correctly to be selected by the user. When the ADC budget fails and TMA-G eligibility exists, the TMA-G budget was not including instances of earned income for a child under the age of 18, even though the child's income was included as countable earned income in the failing ADC budget for the same month by the user.

Logic has been updated for TMA-G budgeting that will now handle all earned income instances which were included in the failing ADC budget in the same way when the ADC case fails into TMA-G program eligibility.

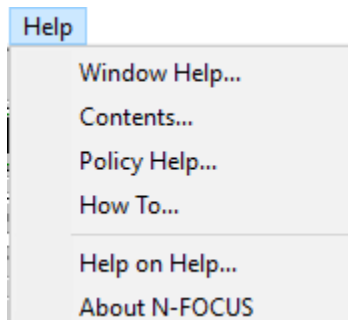
NFOCUS Tips

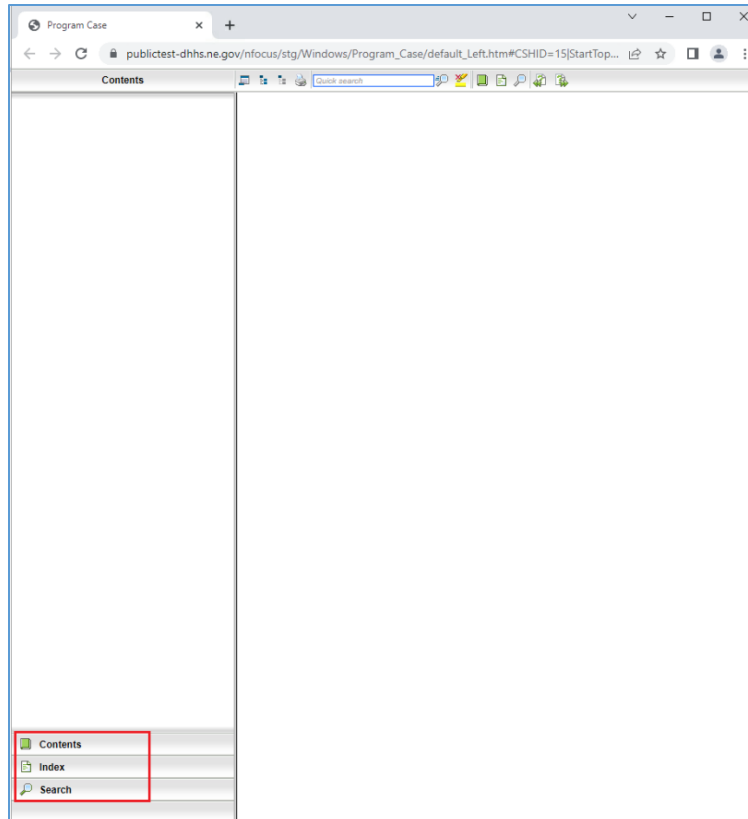
Viewing NFOCUS Help Topics (New)

With the addition of Office 365, viewing help topics has been affected. When any Help option is selected, the displayed window will appear blank except for the tab options at the bottom of the window.

To view the needed help topic, please follow these steps:

- Select desired Help from the Help Menu.
 - The Help window will display as shown below with only the Contents, Index and Search tabs available.





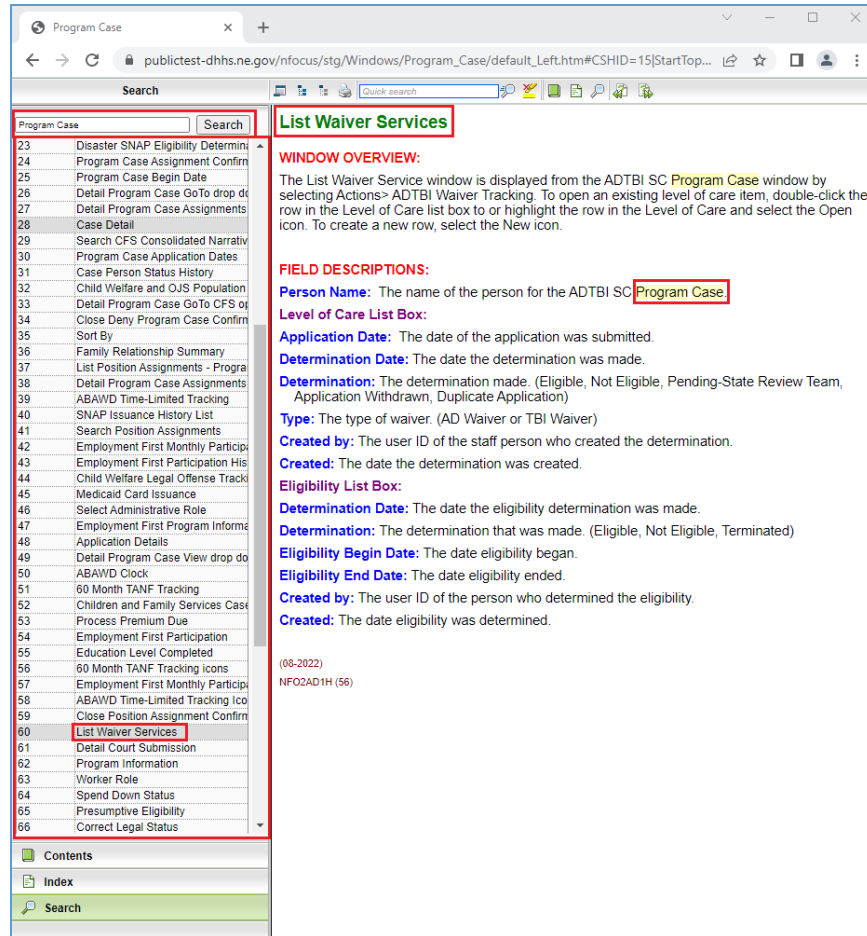
- Select the Search tab

Note: This is the easiest way to locate a specific Help Topic

- Enter a word or phrase indicating the type of Help you are looking to retrieve.

Note: Less is more in the Search

- Press Enter or click the Search button.
 - Help Topics that have the search parameter included in the topic will display in the list. Scroll through the list to locate the desired topic.
- Highlight the Topic to display the information on the right side of the window.
 - The search criteria will be highlighted in **Yellow** within the selected Help Topic.



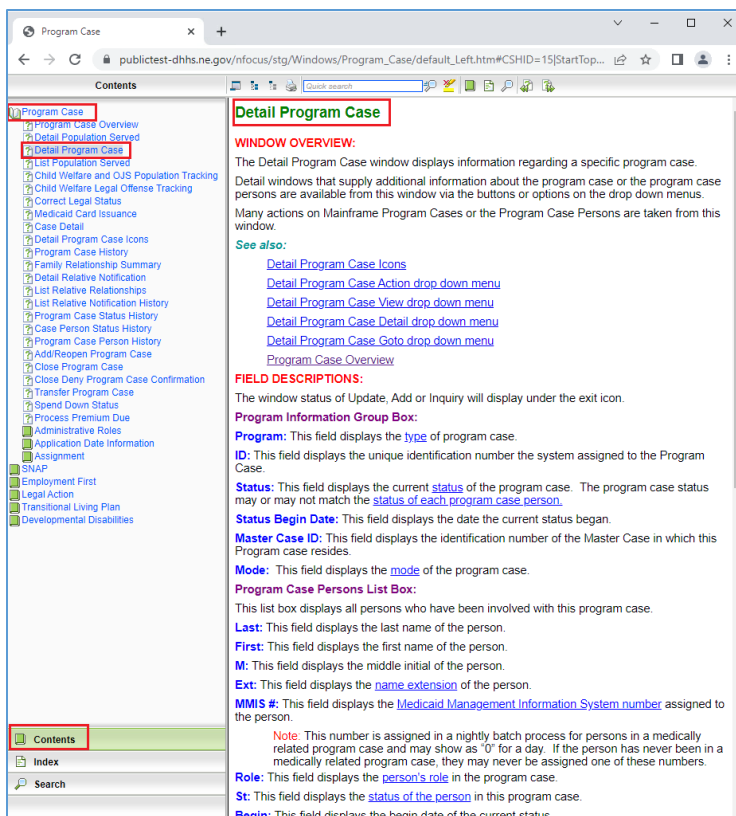
Another search option is to use the Contents tab. This search option will provide you with a Table of Contents search. Please note, not all Help Topics will be displayed when using the Contents search option. Topics related to the area of NFOCUS you are currently working in will display.

Example: When you are in the Program Case area, the Table of Contents for the Program Case area will display.

- Select the Contents tab
 - The Table of Contents for the area of NFOCUS you are currently working within will display.
- Select the desired Contents option
 - The selected section will expand showing the items listed in that portion of the Table of Contents.

Note: Not all Help Topics can be accessed using this method.

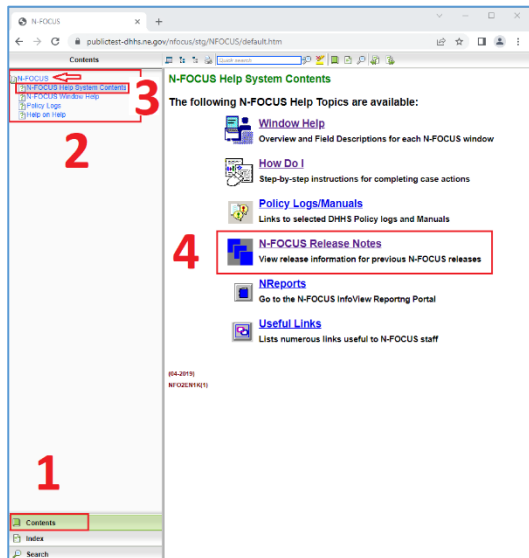
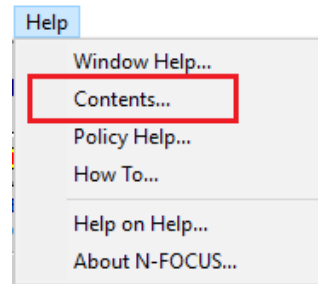
- Select the topic you want to view.
 - The topic will display on the right side of the screen.



Viewing Release Notes through NFOCUS Help (Update)

View the current and past Release Notes in NFOCUS can be accomplished by following these steps:

- From the Help menu, select Help>Contents.
 - The Help window will display as shown below with only the Contents, Index and Search tabs available.



- Select the Contents Tab.

The N-FOCUS Book will display.

- Click the N-FOCUS Book.

The topics within the N-FOCUS Book will display.

- Click the N-FOCUS Help System Contents option.
- The N-FOCUS Help System Table of Contents will display in the pane to the right.
- Click the N-FOCUS Release Notes option.







A new tab will open and display the N-FOCUS Release Notes.

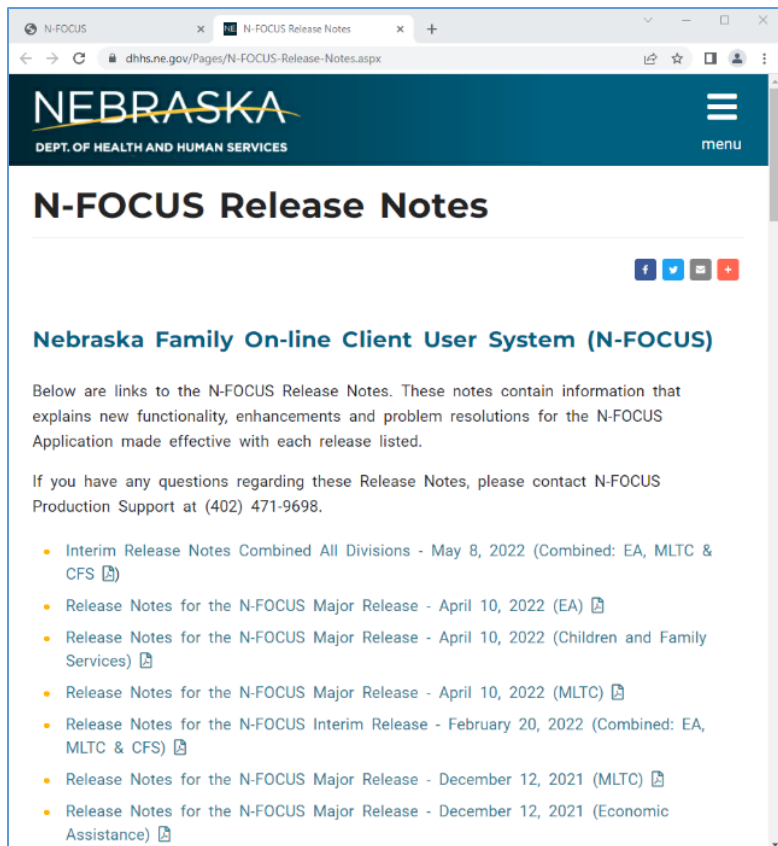
Scroll to locate the appropriate Release Notes to view.

Note: The most recent Release Notes are at the bottom of the page.

N-FOCUS Help System Contents

The following N-FOCUS Help Topics are available:

-  [Window Help](#)
Overview and Field Descriptions for each N-FOCUS window
-  [How Do I](#)
Step-by-step instructions for completing case actions
-  [Policy Logs/Manuals](#)
Links to selected DHHS Policy logs and Manuals
-  [N-FOCUS Release Notes](#)
View release information for previous N-FOCUS releases
-  [NReports](#)
Go to the N-FOCUS InfoView Reporting Portal
-  [Useful Links](#)
Lists numerous links useful to N-FOCUS staff



The screenshot shows a web browser window with the URL dhhs.ne.gov/Pages/N-FOCUS-Release-Notes.aspx. The page features the Nebraska Department of Health and Human Services logo at the top. The main content area is titled "N-FOCUS Release Notes" and includes a list of links to various release notes, such as "Interim Release Notes Combined All Divisions - May 8, 2022" and "Release Notes for the N-FOCUS Major Release - April 10, 2022".

ACCESSNebraska Calls Transferred to Production Support (Update)

ACCESSNebraska calls can be transferred to NFOCUS Production Support help desk. Please check the e-mail address to make sure that it is correct before you transfer the call so if we need to e-mail them, we have the current e-mail address.

When you call Production Support, they need the following information:

- User ID
- BF# or RA#
- How are you accessing NFOCUS?
 - RDP into workstation
 - CITRIX
 - In Office
 - VPN
- MC# or Provider ID

NFOCUS Access Schedule (Update)

All times listed are Central Time.

Sunday:

- 12:00 AM to 4:00 AM: Limited access
- 4:00 AM to 12:00 AM: Normal access

Monday:

- 12:00 AM to 10:00 PM: Normal access
- 10:00 PM to 12:00 AM: Limited access

Tuesday through Saturday:

- 12:00 AM to 4:00 AM: Limited access
- 4:00 AM to 10:00 PM: Normal access
- 10:00 PM to 12:00 AM: Limited access

Note: For a Major Release, there is limited access from 10 PM to 11 PM the Saturday before, and then no access from 11 PM until verification of the release is completed on Sunday.

The following functions are not available during limited access times:

- SNAP Expedited Worksheet
- Expert System
- State Ward Trust Accounts
- Child Review Selection
- Refunds
- Ability to Pay
- EBT Card Issuance

Note: If working during a period of limited access, be aware certain actions/icons/push buttons may be disabled. When normal access resumes, these functions will once again be enabled.

Note: If you attempt to work in N-FOCUS after 10 PM, please be aware that Batch processes are running. This processing locks up certain functions in N-FOCUS. You may receive errors and/or lose data. Also, the DHHS Help Desk and N-FOCUS Production Support staff are not available for assistance.