NFOCUS Major Release Children and Family Services December 11, 2022

A Major Release of the N-FOCUS System is being implemented December 11, 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 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.

Home and Community Based Services: N-FOCUS workers who work directly with DD or AD/TBI 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 Developmental Disabilities Programs.

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 (i.e., 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.

Table of Contents

General Interest and Mainframe

Detail Program Service Window (Change)

The Detail Program Service window has been updated to include a "Tribal Eligible" check box for Tribal Workers to create a Service Referral for that particular service.

Current Children and Family Services Program that are Tribal eligible as of 12/11/2022 are:

- Parenting Time/Supervised Visitation (8873)
- Parenting Time Service Prep (6373)
- In-Home Family Support (7171)
- In Home Service Prep (6582)
- Out of Home Family Support (7443)
- Out of Home Service Prep (3386)
- Healthy Families of America (HFA) (7702)
- Family Center Treatment (FCT) (9474 ,5549)
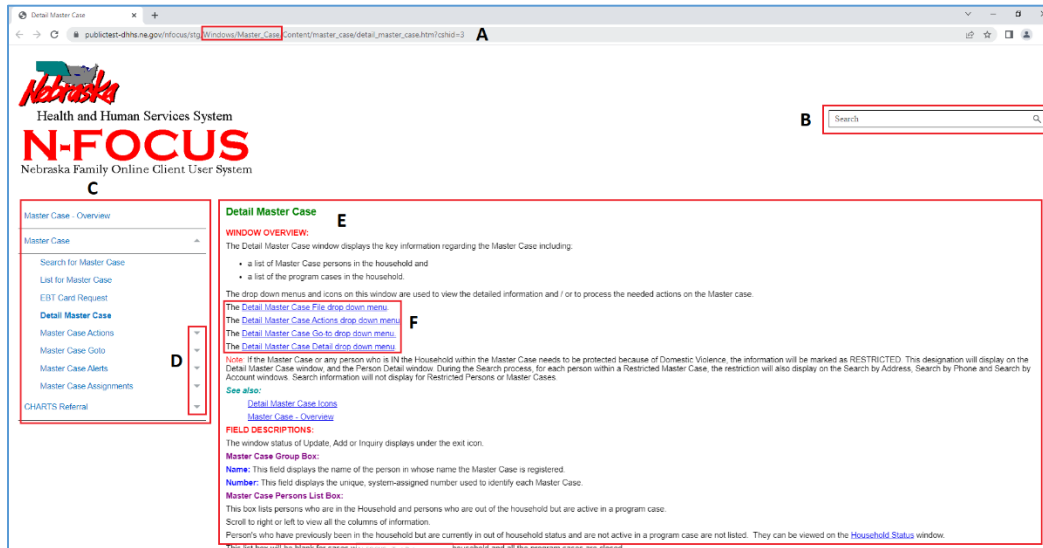- Trauma Focused Cognitive Behavioral Therapy (TFCBT) (9759)

Note: Any additional services that the field wants to be added to the Tribal Eligible list will need an Update Existing Service Type Form submitted with the Tribal Eligible check box marked.

NFOCUS Online Help Display (Change)

The appearance of help documentation has changed with the December 2022 release.

Window Help Topics

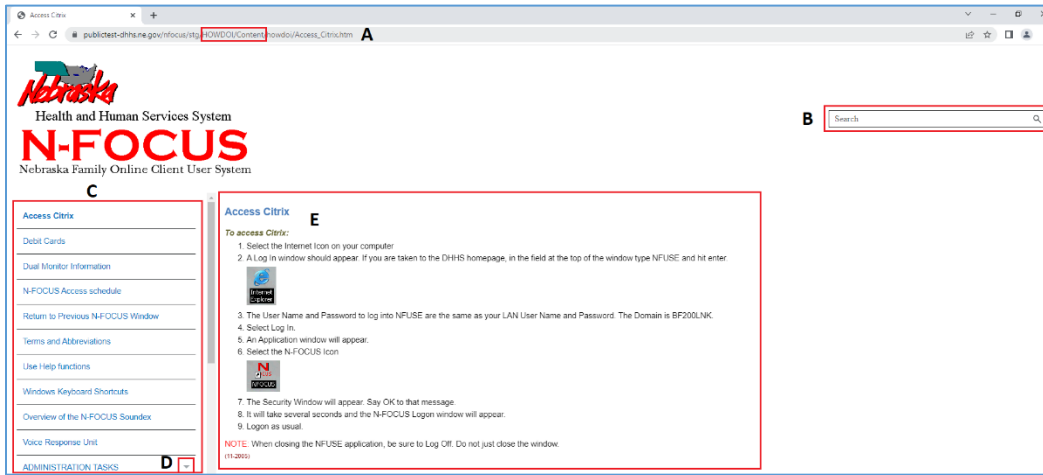The following screen print shows the display for Window Help:

Note: When selecting Help>Window Help the help topic for the window you are on will display.

|	
A	The window address indicates the Help Project you are viewing. In this example, you are viewing the Windows Help>Master Case Project.
B	You can search for topics within the Project you are viewing by entering search criteria in this field.
	Note: The Search function is used to search a specific word(s) within the total contents. Every topic that contains the words used in the search criteria will display. Click on the title to open the topic.
C	The Topic Tree displays all the topics that are within the Project. Click each topic to view the information on the right side of the help window.
	Note: The Topic Tree may not display immediately when you open Window Help. If you do not see the Topic Tree, maximize the window.
D	Within the Topic Tree there may be multiple groups of topics. Click the twisty (triangle) to display additional topics.
E	This section contains the help topic information.
F	Within the text of the help topic, you may see links that will take you to additional information when the link is clicked. The link may take you to additional Window Help or related How Do I Help.

How Do I Help Topics

The following screen print shows the display for How Do I Help:

A	The window address indicates the Help Project you are viewing. In this example, you are viewing the How Do I Project.
B	You can search for topics within the Project you are viewing by entering search criteria in this field.
	Note: The Search function is used to search a specific word(s) within the total contents. Every topic that contains the words used in the search criteria will display. Click on the title to open the topic.
C	The Topic Tree displays all the topics that are within the Project. Click each topic to view the information on the right side of the help window.
	Note: The Topic Tree may not display immediately when you open Window Help. If you do not see the Topic Tree, maximize the window.
D	Within the Topic Tree there may be multiple groups of topics. Click the twisty (triangle) to display additional topics.
E	This section contains the help topic information.
	Note: Within the text of the help topic, you may see links that will take you to additional information when the link is clicked. The link may take you to additional Window Help or related How Do I Help.

Contents, Policy, and Help on Help Topics

To view Contents, Policy, and Help on Help topics, select the Help menu and the appropriate option (Contents, Policy Help, Help on Help) The following screen print shows the Help window that will display. From this window you will search for the specific topic.
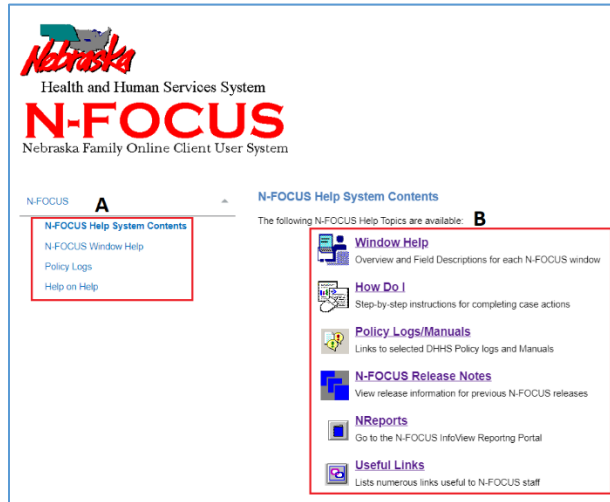
Both sections (A & B) contain links. Click the appropriate link to view the Help topic.

Note: There is a Search function on this page as well. It works in the same manner as discussed in the Window and How Do I Help sections.

Links within Help Topics

Due to the upgrade of the Help system, some of the links withing the Help Topics are not currently working properly. These are being worked on. In the meantime, use the Search function to locate the topic if the link is not active.

ACCESSNebraska

Change Report Marital Status Verbiage (Update)

The verbiage for reporting a new marriage or new divorce has been updated on Change Report (CR).   The verbiage has been updated from 'Name of Bride' and 'Name of Groom' and 'Name of Wife' and 'Name of Husband' respectively to 'Name of First Spouse' and 'Name of Second Spouse' for both entries.

Correspondence

IMFC Opening Packet (Change)

Changes have been made to the IMFC Opening Packet. Previously the correspondence consisted of two forms titled CFS-40 and IM-18FC. The new correspondence will be one form titled IM-18FC.

The Opening Packet will be created the same way on N-FOCUS. The following are the changes you will see on the Child's Financial Account Information page:

- The worker will no longer be asked to enter the Account number for the Savings and Checking accounts.
- The Income for the child's employment has slightly changed, the worker will no longer be asked the how often the child is paid.
- The amount of income has a new title of Monthly gross Income.

The Formatting of the letter will look very different, but it will still capture all the same information. Below is a partial screen shot of what the form will look like. Income and other assets will now be shown in a list form.

List any sources of income and the amount of monthly income for the child (Veteran's benefits, SSA, SSI, Child Support, Indian Land Lease, other):

Source of Income:	Amount:
Veteran's benefits	
SSA	
SSI	
Child Support	
Indian Land Lease	
Other:	

Saving and Checking Accounts:

Checking Account Bank:	Amount:
CHASE	10.00

Saving Account Bank:	Amount:
FARGO	10.00

Children and Family Services

Traditional Response Intakes to Alternative Response Intakes (Change)

If an Intake was closed as a Traditional Response intake, there was no way for the intake to be reopened and closed with a status reason of Alternative Response. This has been fixed so intakes can be closed with a status reason of Alternative Response even after the intake was previously closed as a Traditional response.

Alternative Response Participation Tracking (Change)

Originally the Alternative Response Participation tracking would auto end date when the child's legal status changed (even if the legal status was Alternative response). This has been fixed so if the child's legal status is changed to Alternative Response the Alternative Response Participation Tracking will not auto end date.

NFOCUS Tips

Save ID

If you need to have a SAVE ID, please have your supervisor send an e-mail to DHHS NFOCUS Production Support DHHS.NFOCUSProductionSupport@nebraska.gov

Pregnancy

- If there is already an unborn, check the Expected Date of Delivery.
- If this is for a pregnancy that ended, terminate this pregnancy.
- Add a new pregnancy for the new Expected Date of Delivery.
- Never just change the Expected Date of Delivery for a new pregnancy.

Calling Production Support

When you call, Please be ready to provide the following information:

- BF number if you are not using a laptop
- RA number if you are on VPN and have opened N-FOCUS through VPN
- Citrix if you have opened Citrix and then N-FOCUS
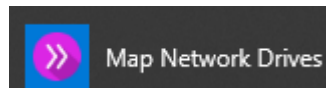- N-FOCUS User ID
- MC Number
- Issue

Error Cases Reset

Error Cases that have not been reset during the day will be reset at night so they will be ready to be worked the next day.

Logon

If you log onto N-FOCUS and it gives an error stating the N Drive is missing do the following to set the N Drive:

- Go to the Start Menu
- Run Map Network Drives

Locked out of LAN or Outlook

If you get locked out of LAN or Outlook, use password station to reset your password.

https://passman-dhhs.ne.gov/AIMS/PS/